

Study of Management information system in public sector bank

Neeraj Kumar Vats¹, Dr. Jai Prakash Tripathi²
 Research Scholar, Department of Management, SSSUTMS, Sehore
 Research Guide, SSSUTMS, Sehore

Abstract - A continuous stream of innovation in information technology is changing the traditional business world. The systems are creatively destroyed and a completely new system is produced. The importance of efficiency. It discusses the management information system for maintaining the customer base for strategic planning the management information system, which is the backbone of financial institutions, facilitates the Banks for businesses and customers. The main part of the banking system is solved around it. Now in the present, the management information system acts as a catalyst that accelerates development and growth. Therefore, the need to assess the effectiveness of these systems is a priority issue. The purpose of this study is Evaluate the effectiveness of the management information system in relation to the performance of public sector Bank With banks as an integral part of people's lives, this study is very important know the perception of customers in several dimensions.

Keywords - Bank, public sector Bank, Management Information System,

1. Introduction

Since independence, every possible effort has been made at every possible level for the development of the nation. Every sector contributes to the economy. The banking sector has become the hallmark of the Indian economy. Industries, agriculture, projects and service agencies are being implemented in rural and urban areas of India, and banks have played an important / leading role and have become a distinguishing feature. Public banks, private banks and cooperative banks play an important role in the country's banking sector. The banks have relied on the expansion of their branch network, the expansion of banking services and fast services. As a result, banks have become the main source of banking services in both rural and urban areas and are also trying to eliminate regional imbalances by opening branches in different parts of the country. Banks have become the main source of transaction services in both rural and urban areas and are also trying to eliminate regional imbalances by opening branches in different parts of the country. Today, banks deal with number of transactions which also vary widely in terms of length and complexity and also the customer of bank spread over wide range of varieties like individuals, institutions, trusts. Business organization. Government and local bodies. In addition, a typical bank has several Zonal and Regional offices across the country. Getting right information at the right time involve special efforts and techniques. Management Information System (MIS), therefore, has to be developed for the smooth functioning of the banks as this system manages the reconciliation of bank's inter branch transaction every day, spread over thousands of branches. Management information system deals with the information requirements of the banks as helps in gathering and communicating the required information i.e. collection, storage and processing of data to produce information and communicate relevant information to all levels of management of the banks to provide information support in performing management related activities and managerial tasks such as planning, controlling, decision-making etc.

2. Literature Review

Management Information system frameworks are formal frameworks for giving administration convenient and reasonable data important for basic leadership (Leonardi and Bailey, 2008). The framework gives data on the past, present and future tasks and on related advancements inside and outside the association (Baccarini, 1999). It might be depicted as a coordinated and sorted out framework for gathering applicable information, changing it into adjust data and giving the same to the concerned administrators. The principle reason for Management Information System is to "give the correct data to the perfect individuals at the ideal time" (Gray, 2000). The thoughts of MIS frameworks were shaped to neutralize such wasteful improvement and beneficial utilization of the PC. Management Information System ideas are pivotal to effective PC use in business. Much of the time, the data gave by a Management Information System helps managers in settling on arranging and control choices (Jorgenson, 1989). Each organization or association, with a specific end goal to work legitimately, must have the capacity to execute specific operations, "regardless of whether it is a distributor or auto maker or who needs to give water to its range of ward" (Wu and Lee, 2007). Every one of these operations should be joined by fastidious arranging, which means the car manufacturer must choose the kind of auto and the distributor ought to figure out which directing period to introduce for the five-year time frame (Gray, 2000). An organization or association must control the operations as per the plans and targets created in the arranging procedure (Jorgenson, 1989). The car manufacturer must settle on choices to enhance the deviation or change his designs. Then again, correspondingly, the distributor must decide the effects that his payments have had on deals and settle on choices to settle clashing patterns (Wu and Lee, 2007). Administration data frameworks deal with arranging and control (Leonardi and Bailey, 2008). Expand frameworks exist for data that helps operations.

3. Importance of Management Information System

Management Information System (MIS) is the backbone of any organization. A sound and systematized MIS enables the management to have effective control over the operation, to find out the ways and means to develop the business further, to meet the challenges from the competitors and to identify the new fields of potentials business. Thus, the importance of the MIS need to be emphasized for the organizations like bank. To retain the growth as also to make the bank reach further heights, a sound and systematized MIS is the need of the day for the organization as it collects, stored, processed the information and also provides the right information at the right time to the right person in the right form. An effective, sound and systematized MIS is inevitable in the banking industry on account of geographical spread of branches throughout the country as also the varied type of operations which the banks are called upon to undertake.

4. Objective of the Study

The purpose of this study is to evaluate the effect of management information system in banking industry. Specifically, the study is to:

- ❖ Importance of management information system and their places in the overall system in the banks.
- ❖ To know the impact of Management Information System(MIS)

5 Research Methodology

The research instrument for data collection for this study is questionnaire. The questionnaire provides uniformed questions to be answered by respondents in written form. It consist of an introductory part which introduces the researcher to the respondents and also states the purpose of the research, it also consist of sections which is the bio data of the respondents and other section which takes care of the research questions. The questionnaire design is based on closed questions. The closed questions are designed to keep the questionnaire to a reasonable length and this encourages response and validity in terms of the representativeness of the returns. It minimizes the risk of misinterpretation. It also permits easier tabulation and interpretation by the researcher.

6. Result and Discussion

Out of 100 questionnaires, 95 were returned from the respondents. This gives a response of 95%. This was a good result as a result of follow up and the non-retrievable questionnaires were as a result of the negligence of bank staffs and customers to fill their received questionnaire.

Table 1Rate of Response by Respondents

Questionnaire	Respondents	Valid Percentage (%)
Returned	95	95
Not Returned	5	5
Total	100	100

Source: Field Survey (2017)

Table 1 A total number of 100 questionnaires were distributed and 95 of these questionnaires were returned, showing average return rate 94% questionnaires. The amount retrieved thus represents about 94% of total questionnaire administered, and is a reasonable level upon which research can be based and valid conclusions drawn from the research.

PERSONAL BIO-DATA

Table 2 Sex of Respondent

Valid	Frequency	Percentage (%)
Male	59	61.7
Female	36	38.3
Total	95	100.0

Source: Field Survey, (2017)

Table 2, shows that 58 out of the total of 95 respondents were males, representing approximately 61.7% of the entire sample size, while 36 were females, representing approximately 38.3% of the sample size.

Table 3Age group of Respondent

Valid	Frequency	Percentage (%)
21-30 Years	68	72.3
31-40 Years	12	12.8
41-50 Years	10	10.6
51-60 Years	5	4.3
Total	95	100.0

Source: Field Survey, (2017)

Table 3, it can be deduced that out of the 95 respondents, 68 were between 21-30 years representing (72.3%), 12 were between the ages of 31-40 years representing (12.8%), 10 were between the ages of 41-50 years representing (10.6%), and 5 were between the ages of 51-60 years representing (4.3%).

Table4 Respondents by Education level

Educational level	Frequency	Percentage	Cumulative
-------------------	-----------	------------	------------

			frequency
O'Level	-	-	
SSLC/HSC	8	8.4%	8.4%
B.Sc.,	65	68.4%	76.8%
M.sc.,	22	23.2%	100%
Total	95	100	

Field survey, 2017

From table 4 above 8.4% of the respondents have NCE or OND certificates, 68.4% of the respondents have B.Sc., certificate while 23.2% of the respondents have Master's Degree certificate. From the analysis above, it can be deduced that majority of the respondents are B.Sc., holders.

Table 5: Respondents by Work Experience

Years of experience	Frequency	Percentage	Cumulative frequency
Less than 5 years	30	31.6%-	31.6%-
5- 10 years	40	42.1%	73.7%
11 – 15 years	5	5.2%	78.9%
More than 15 years	20	21.1%	100%
Total	95	100	

Source: Filed research, 2017

The table 5 shows that 31.6% of the respondents have less than 5 Years work experience, 42.1% of the respondents have 5 to 10 years working experience, and 5.2% of them fall within 11 to 15 years work experience while 21.1% of them have more than 15 Years work experience.

7. Conclusion

This study examined the impact of MIS on organizational performance using descriptive and inferential statistical analysis techniques. The above analysis has shown that the management information system in an organization is very important because no organization can survive without information. Therefore, the importance of the management information system, especially in the banking sector in the 21st century, cannot be overstated worldwide. Therefore, the information system needs to be strategically managed to achieve a solid and profitable organization, thereby increasing the organization's chances of survival. Similarly, businesses need to acquire high-quality gadgets and tools that improve efficiency, efficiency and customer loyalty. This ensures the delivery of high-quality services and essential productivity to any forward-thinking organization while not shortens the key objectives for the effective deployment of MIS.

References

- [1] Adeoti, J.O (2005), "Information Technology Investment in Nigerian Manufacturing Industry: The Progress So Far", Selected Papers for the 2004 Annual Conference, Ibadan: Nigerian Economic Society, p.213-244.
- [2] Ahmad, K. (2008), Bankers' perception of electronic banking in Pakistan. Journal of internet banking and commerce, April 2008, vol. 13, no.1 (<http://www.arraydev.com/commerce/jibc/>).
- [3] Agboola, A.A (2002), Information Technology, Bank Automation, and Attitude of Workers in Nigerian Banks.
- [4] Agboola A. A. (2000), Electronic payment systems and Tele banking Services in Nigeria. Journal of Internet Banking and Commerce, 11(3), 1-10.
- [5] Aig- Imoukuede .A. (2003), „Trends in professional banking practical in Nigerian banks“ Journal of the Chartered Institute of Bankers of Nigeria.
- [6] Akinuli, O.M. (1999), "Information Technology in Nigeria's Banking Industry: Operational Applications, Problems and Future Challenges", CBN Bullion, 23(3), 71-75.
- [7] Alabede, O. (1996), Application of IT in Marketing System (unpublished project report, University of Nigeria Enugu Campus)
- [8] Beccalli, E. (2006), Does IT investment improve bank performance? Evidence from Europe.
- [8] Alemna, A.A. (2001), The periodical literature of library and information science in Africa: 1996–2000. Information Development, Vol. 17, No. 4, 257–261.
- [9] Amaoko, A. (2012), "The impact of information communication technology (ICT) on banking operations in Ghana".
- [10] Barnes, J.G and Howlett, D.M (1998), Predictors of equity in relationships between financial services providers and retail customers. International journal of bank marketing, (16), pp.5-23.
- [11] Elliot, R. K. (1992), The Third Wave Breaks on the Shores of Accounting. Accounting Horizons, 6, 61-85.
- [12] Emmanuel, G. and Sife, A. (2008), Challenges of Managing Information and communication technologies for educational Experiences from Sokoine National Agricultural Library. International Journal and education and development using ICT, 4 (3), 43-62.