

Management Information System

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Abstract- MIS is important to have an understanding of the MIS followed in an organization by all levels of management in order to take effective decisions. A management information system collects and processes data (information) and provides it to managers at all levels who use it for decision making, planning, program implementation, and control. The MIS has many roles to perform like the decision support role, the performance monitoring role and the functional support role.

I. INTRODUCTION

A management information system (MIS) is an information system used for decision-making, and for the coordination, control, analysis, and visualization of information in an organization.

The study of management information systems examines people, processes and technology in an organizational context. In a corporate setting, the ultimate goal of the use of a management information system is to increase the value and profits of the business.

Evolution of MIS: -

- Before the concept of MIS was created, computer programmes are just creating applications for science and with calculations
- As computer usage evolved in fields of business and data management, software applications were need to process non-scientific data.
- From 1980 to present,there has been an explosion of technology in field of IS.
- The concept of MIS has expanded to include data mining, data retrieved sciences and technology used in every day devices
- Computers have assisted centuries into information age by merging concept through various MIS applications.

Objectives of MIS: -

1. MIS is very useful for efficient and effective planning and control function of the management. MIS will be instrumental in getting the things done by providing quick and timely information to the management.
2. Reports give an idea about the performance of men, material, machinery, money and management. Reports

throw light on the utilisation of resources employed in the organisation.

3. MIS is helpful in controlling costs by giving information about idle time, labour turnover, wastages and losses.
4. By making comparison of actual performance with the standard and budgeted performance, variances are brought to the notice of the management by MIS which can be corrected by remedial steps.
5. MIS brings to the notice of the management strength of the organisation to take advantages of the opportunities available
6. MIS reports on production statistics regarding rejection, defective and spoilage and their effect on costs and quality of the product.

Types of MIS: -

The following are types of information systems used to create reports, extract data, and assist in the decision making processes of middle and operational level managers.

- Decision support systems (DSS) are computer program applications used by middle and higher management to compile information from a wide range of sources to support problem solving and decision making. A DSS is used mostly for semi-structured and unstructured decision problems.
- Executive information systems (EIS) is a reporting tool that provides quick access to summarized reports coming from all company levels and departments such as accounting, human resources and operations.
- Marketing information systems are management Information Systems designed specifically for managing the marketing aspects of the business.
- Accounting information systems are focused accounting functions.
- Human resource management systems are used for personnel aspects.
- Office automation systems (OAS) support communication and productivity in the enterprise by automating workflow and eliminating bottlenecks. OAS may be implemented at all levels of management.
- School Information Management Systems (SIMS) cover school administration, often including teaching and learning materials.

- Enterprise resource planning (ERP) software facilitates the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders.
- Local Databases, can be small, simplified tools for managers and are considered to be a primal or base level version of a MIS.

Benefits of MIS:

The following are some of the benefits that can be attained using MIS:

Improve an organizations operational efficiency, add value to existing products, engender innovation and new product development, and help managers make better decisions.

- Companies are able to identify their strengths and weaknesses due to the presence of revenue reports, employee performance records etc. Identifying these aspects can help a company improve its business processes and operations.
- Giving an overall picture of the company.
- Acting as a communication and planning tool.
- The availability of customer data and feedback can help the company to align its business processes according to the needs of its customers. The effective management of customer data can help the company to perform direct marketing and promotion activities.
- MIS can help a company gain a competitive advantage.
- MIS reports can help with decision-making as well as reduce down time for actionable item.

RELATIONSHIP BETWEEN ERP AND MIS: -

- ERP is the part of MIS.
- ERP is all about automation of the workflow and accounting processes. ERP is planning. It analyses business and forecasts development decisions.
- MIS is all about reporting. MIS is information. It collects, saves, and organizes the information from different departments in a single database.

EXAMPLE FOR MIS:

MARUTI SUZUKI:

- It is the seventh largest and the second fastest growing industry in the world.
- It accounts for almost 5.2% of the GDP.

- Almost 2.5 million units of automobiles are generated every year.
- India is ASIA'S fourth largest exporter in the automobile segment.

Information systems used in Maruti Suzuki:

- Hyperion
- Oracle Purchasing
- Oracle Human Resource
- Consumer Interaction System
- Dealer Management System
- Customer Relationship Management

Hyperion:

In 2007, Oracle acquired Hyperion, a leading provider of performance management software. The transaction extends Oracle's business intelligence capabilities to offer the most comprehensive system for enterprise performance management.

Oracle Purchasing:

Route transactions according to your approval structure. Approval authorization limits are defined by amount, charge account, item category, and location. For documents that require your approval, you can review and approve transactions on-line. Also, you can see the full transaction detail and review the action history before you approve a transaction.

- **View Approval Status.** Purchasing automatically displays the approval status of your transaction and informs you whether it is Approved, Cancelled, In Process, Incomplete, Pre-Approved, Rejected, or Returned. You know where your transaction is within this flow at all times.

Automatically generate distribution accounts. Purchasing uses Account Generator to enter the distribution automatically whenever possible.

Provide attachments as notes on transaction headers and lines.

Oracle Human Resource: -

Oracle Human Resources Management System (HRMS) is a major component of the Oracle E-Business Suite of applications. Oracle HRMS is an integrated suite of applications that supports all aspects of the HR function.

Consumer Interaction System: -

Customer Interaction Management (CIM) refers to a type of Enterprise Software Application which is responsible for managing the interaction between an organisation and its customers. Normally, a CIM application will be deployed in a contact centre and used by the agents while communicating with clients customers of the organisation.^{[2][3]} Customer Interaction Management systems handle communication across multiple different channels, such as (but not exclusive to) e-mail, SMS, telephone, Instant Messaging, white mail (scanned documents) and social media.

Dealer Management System: -

Dealer Management System is designed to integrate OEMs/ manufacturers, dealer networks, and end-customers so that the entire business value chain amongst them synergizes, ultimately providing solutions instead of products to customers.

Customer Relationship Management: -

Customer relationship management (CRM) is the combination of practices, strategies and technologies that companies use to manage and analyse customer interactions and data throughout the customer lifecycle, with the goal of improving customer service relationships and assisting in customer retention and driving sales growth.

II. CONCLUSION

It provides support to managers as they work to achieve corporate goals and enables managers to compare results to established company goals and identify problem areas and opportunities for improvement.