



EFFECT OF MANAGEMENT INFORMATION SYSTEM ON EMPLOYEES' PERFORMANCE IN AN ORGANISATION (A STUDY OF ZEDCREST CAPITAL LIMITED, LAGOS)

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ABSTRACT

This study examines the impact of management information systems (MIS) on employees' performance in the workplace. Specifically, it investigates the effects of the MIS implementation on the performance of employees in ZedCrest Capital Limited, an investment company headquartered in Lagos, Nigeria. In order to gather data for the study, a quantitative research design was adopted with the aid of a structured questionnaire on a sample size of 124 employees. The results showed that MIS implementation has a significant positive effect on employees' performance.

Introduction

The role of Management information system (MIS) is vital now-a-days in business environment because it has evolved over time to become an integral part of its business operations. The use of management information system has increased for last few years not only by organization, but also by individuals and even governments. Because of the today's global environment where competition is very high, it is the basic requirement of the organization to install management information system to compete in the market and to earn more profitability, invest in innovation in their products, and to grow their businesses (Ojo, Ringim, & Shaibu, 2022).

Management information system (MIS) is a computer-based information system employed for decision-making, and for the coordination, control, analysis, and visualization of information in an organization and it is a system used by managers to support their functions through collection of data, retrieving and processing of information to enhance the task function of managers (Okeke, 2020). Similarly, Ojo, Ringim, and Shaibu (2022) describes management information system as a system that uses formalized procedures based on data from both internal and external sources to enable decision makers to make timely and effective decisions for planning, directing and carrying out activities for which they were employed.

Management information system also takes into account the integrative nature of information flow as well as the structuring of the organization around decision centers. This decision center affects the standard of performance which are part of any good plan, hence, determination of the standards like other aspects of planning process depends on the availability of relevant information system and it also ensures high operational efficiency in an organization (Lusianah 2019). Management



Furthermore, the results indicate that the MIS implementation increased employees' productivity by an average of 32%. It also found that the new system has reduced the response time and increased customer satisfaction with a margin of 35%. Finally, it was found that the employees had a more positive attitude towards MIS in comparison to their previous outlook of the manual system. The findings suggest that the implementation of MIS has improved the performance of the employees of ZedCrest Capital Limited and provided additional benefits to the organization and its customers.

Key Words: Management Information System (MIS), Employees' Performance, Organisation, Productivity

information system capability in manufacturing firms can be measured using decision support system, process control system, artificial intelligence, enterprise resource planning system and human resource management system (Lusianah, 2019). The reason is that these systems are embedded in technologies that work with the people and organizations, and relationships among these objects affect the overall performance of the employees.

Management Information System also takes into account integrative nature of information flow as well as the structuring of the organization around decision centers. Standards of performance are part of any good plans; hence, determination of standards like other aspects of the planning process depends on the availability of relevant management information system. Management information system aids the functioning and monitoring of an organization (Rehab, 2018). It also describes the components and resources to ensure the proper functioning of an organization (Malobi, Onwuka & Nwakoby, 2019). Therefore, the ability to successfully design and implement management information systems has become a cornerstone in most of the Organization. So, MIS play a highly strategic role in all businesses through the integration of people, process and information technology (Guzmán, Fóster, Ramírez-Correa, Grandón & Alfaro-Perez, 2018). This fact creates unique opportunities for management information systems.

Algwizi and Habtoor (2020) maintains that modern businesses can only compete when their operations are supported by management information systems. The dynamic nature of the business environment dictates that all functional areas of the manufacturing firms need to be boosted by information systems that will enhance their operational performance. Therefore, the capability to design and implement management information systems has become the cornerstone in most manufacturing firms to improve their organizational performance. Management information systems play vital role in all businesses through the integration of people, process and information technology and this provides unique competitive advantage for enhanced organizational performance (Guzman, Foster, Ramirez-Correa, Grandon & Alfaro-Perez, 2018).

High quality performance; efficiency and effectiveness represent the critical challenge that most organization face and in light of these problems, management information system is identified as the pertinent strategic tactics that would help provide the needed competitive advantage as well as the necessary performance indices manufacturing firms need for long-term sustainability (Ojo, Ringim & Shaibu, 2022). Also, manufacturing firms need to adopt new technologies and tools that sustain organizations to obtain healthier benefits in the market and likewise, maintain strategy for competitive



economic orientations (Rehab, 2018). In this case, scholars maintain that management information system must be capable to enhance and facilitate relevant capabilities and concept knowledge required for a robust human capital functioning (Okeke, 2020), as well as be able to enhance decision making process and costing of products as they are supplements to the central competitive strategy for manufacturing business and industry and their optimal organizational performance in the long-term (Audeh & Mansour, 2018). There is no doubt that implementation of policies and structures capable of initiating the process of restructured mindset on management information system will re-engineer innovative manufacturing performance (Young-Harry, Oparanma & Ejo-Orusa, 2018).

Organizational performance is described as the evaluation of the functional constituents that attempt to assess the capability and ability of a company in attaining its aspired levels using efficiency and effectiveness (Musa, Mohammed & Abdullahi, 2020). The manner in which managers in organization measure and control organizational performance translates to better assessment for management, it enhances the value created to customers, increases how the organization's knowledge is measured and helps to track if the measures of performance are effective and efficient (Young-Harry, Oparanma & Ejo-Orusa, 2018).

Effectiveness, refers to maximum extent production functions are able to fulfill and meet the demands and requirements of the customer, while, efficiency, on the other hand, is assessing and evaluating how the resources of an organization are economically utilized through the accomplishment of functions to achieve its objectives. Therefore, organizational performance is strongly related with the quality of output, quantity of output, timeliness of output, employee commitment on the job task, efficiency of the job completed, effectiveness of the job completed and the robust integration of the management information system (Young-Harry, Oparanma & Ejo-Orusa, 2018).

Statement of the Problem

Information ties all commercial functions together and provides the basis for all managerial decisions. It serves as the cornerstone of all organizations and represents a major source of competitive management advantage or disadvantage. Information technology has meaningfully changed the nature of business and created competitive advantages for those who recognize and appreciate its effects (Musa, Mohammed & Abdullahi, 2020). The growth in the competitive global business environment has put a lot of pressure on organization to make their operational, tactical, and strategic processes more efficient and effective. Management information system is saddle to monitor the flow of information and transaction throughout the organization and is specifically embedded in the organization subsystems to enhance production, performance and control of quality services and goods in their day to day activities as well as the production processes (Alene, 2019).

Today, using management information systems predictive analytics to find ways to improve managerial performance, effectiveness and efficiency, retention and talent meeting customers' demand, employee well-being and health leads to company's enhanced productivity. Despite the data and information available, organization do not utilize management information system within internal process to get competitive advantage. Consequently, the lack of operations that focus analytics on what determines capabilities that are associated with high performance are highly underutilized. Prior research claim that management information system is a major factor that differentiates successful organizations from less successful equivalent (Zulfina, Matondang, Sembiring, 2020). Hence, this research will focus on the effect management information system on employees' performance in an organization (A study of Zedcrest Capital Limited, Lagos).



Research questions, objectives and hypotheses are well stated for this study with the aim of Interrogating the poser identified for it.

Significance of the study

The results from this study will be helpful to management of Zedcrest planner and policy makers responsible for ensuring effective decisions by using marketing information system. The study will show the need of marketing information system for effective decisions making as well as advantageous to the employees of the selected organization to meet up with demands of their customers and improve their effectiveness and efficiency. The outcome of this study will also help organisation to make better decision to reduce assumption of fact and figures in their operations. The study will also serve as a reference to other researchers that will embark on the related topic

Scope of the study

This study focuses on effect management information system on employees' performance in an organization (A study of Zedcrest Capital Limited, Lagos). The study concentrates on meeting customers' demands, employees' quality of service, effectiveness and efficiency as dependent variable to measure employee performance while management information system is taking as independent variable for the study.

MATERIALS AND METHOD

Conceptual Review

Concept of Management Information System

The concept of management gives high regard to the individual and his ability to use the information. MIS gives information through data analysis. While analyzing the information, it relies on many academic disciplines like management science, OR, organization behavior, psychology, etc. The foundation of MIS is the principles of management and its practices. MIS uses the concept of management control in its design and relies heavily on the fact that the decision maker is a human being and is a human processor of information. A MIS can be evolved for a specific objective it is evolved after systematic planning and design. It calls for an analysis of business, management views and policies, organization culture and the management style. Management information system (MIS), a sub-category of IS, focuses on the combined work of management and computer science, and operations research in order to develop system solutions to real-world problems. Furthermore, MIS undertakes behavioral issues by employees and managers surrounding the development, use, and impact of information systems (Ojo, Ringim & Shaibu, 2022). One of the wider usages of MIS is to provide its users with the as appropriate information as possible in order for the user to make decisions and solve various problems that may occur. These systems provide support to its user to make a structured discussion since correct information is available beforehand. As time has progressed capabilities of many applications have been combined and merged together and stand-alone systems have become more unusual. For this reason, MIS has been led to be defined as all systems that support one or more of the following activities: Transaction Processing Systems (TPS), Supply Chain Management Systems (SCM) or Enterprise Resource Planning (ERP) systems, Customer Relationship Management Systems (CRM), Business Intelligence Systems (BI), Decision Support and Expert Systems (DSS) (ES) and Geographic Information Systems (GIS)

TPS's main function is to record data collected at the boundaries of organizations, i.e., where the organization's business transacts with other shareholders. The system may also collect data within the



organization. SCM monitoring data several different systems that collect data from the supply chain to create one large system, while the ERP systems focus on modifying business processes as they occur. CRM, on the other hand, manage an organization's relationships with its customers. The information systems within this category vary from simple systems that help maintain customer records to more complex ones that predict, detect, and analyze buying patterns. Business intelligence systems allow organizations to better compete in their market by gathering raw data. They often consist of sophisticated statistical models that allow for patterns to be revealed by customers. The usage of BI helps organizations to change strategies quicker and more accurately to become more competitive and attractive. Decision Support Systems rely on formulas and models to produce enough material that supports a decision, while Expert Systems rely on artificial intelligence techniques. GIS is used to tie data to physical locations (Musa, Mohammed & Abdullahi, 2020).

Management information system is a comprehensive and coordinated and rationally integrated sub-system of information systems capable of transforming data into information through a series of ways to increase productivity in accordance with the style and nature of managers on the basis of predetermined quality criteria. Management information system (SIM) is not an entire information system, because not all information in an organization can be entered completely into an automated system. The main aspect of information systems will always be outside the computer system. Development of sophisticated computer-based SIM requires a number of highly skilled and long-experienced people and requires participation from organizational managers. Many organizations fail to build SIMs because: lack of reasonable organization, lack of adequate planning, lack of reliable personnel, lack of management participation in the form of participation of managers in designing systems, controlling efforts to develop systems and motivating all personnel involved (Lusianah, 2019). Another important drawback is that while typical routine planning and management questions often refer to particular areas, the way spatial data is stored often makes it difficult, even impossible, to relate the information to specific areas. This implies that more often only a few possible solutions are considered and selected implications foreseen, leading to excessive cost, time wasting and partial results (Musa, Mohammed & Abdullahi, 2020). Also, potential investors have ended up turning around for alternative places for better options owed to the lengthy time they take and heavy cost incurred in having access to the desired information. With advances in information technological tools, it has become much easier to store and process, classify and disseminate large quantities of information, and to facilitate easy access to information necessary to address development planning and management needs in a way that leads to greater satisfaction in the economic, social and environmental frontiers of development. By developing an effective Management Information System in organization, many of the routine questions and traditional drawbacks such as dispersed data, incompatible data formats and the sheer volume of data can be overcome (Garba, Mohammed and Abba, 2019).

Objectives of Management Information Systems

One of the objectives of management information systems is the possibility of eliminating the traditional work that leads to increase the administrative standard and accuracy as well, in line with the new aspects of the flow of the information, and the advantages offered by the use of information technology but has not yet been fully invested by transferring it among all administrative units, reducing data collection efforts and designing an information system that meets the needs of all departments in order



to achieve an increase in the productivity and improve the quality of administrative operations (Smyth, 2019).

Role of Management Information Systems

Support for business Function (Operations): MIS support business operations by processing data with high speed and more capacity generated by and used in business operations. They record and process data resulting from business transaction database and produce various documents and reports to speed in business operation and hence decision making would be a time (Alene, 2019).

- Support of management decisions: Management information system plays this role by providing reports and critical information to managers.
- Support of competitive strategic advantage: It achieves these roles by improving operational efficiency of the organization promoting business innovation and building strategic information resource.

- Data and information: According to Alene (2019) identify these terms as follows;

Data: data is the collection of facts and procedures which are available in the organization it includes customer account number, peoples and etc. they construct available organizational resource it must be managed effectively to benefit uses in the organization.

Information: information is the output of data i.e. the processed data in order to achieve organizational objective the available data in the organization must be changed to the necessary information in the form understood by those users.

Types of Management Information System

Decision Support System (DSS):

According to Alene (2019) are computer based information system that provides interactive information support to managers and business professionals during the decision making process.

Transaction Processing System (TPS):

TPS are cross sectional system that process data resulting from the occurrence of business transactions.

Marketing Information System (MKIS):

The basic goals of the marketing function in any organization are to satisfy the needs and wants of customers to achieve that goal marketing activities.

Executive Support System (ESS):

Executive support system help executives organize their interactions with the external environment by providing graphical and communication technologies in accessible places such as board rooms or personal corporate offices (Alene, 2019).

Characteristic of Management Information System

System Approach: The information system adheres to a System approach. The system approach implies a holistic approach to the study of the system and its performance in light of the goal for which it was created (Kumar 2020).

Management Oriented: When designing the MIS, the top-down approach must be used. According to the top-down approach, system development begins with determining management needs and overall business objectives. The overall business plan should be used to develop the MIS development plan. The management-oriented feature of MIS also implies that management actively directs system development efforts (Ojo, Ringim & Shaibu, 2022).



Need-Based: MIS design and development should be based on the information needs of managers at various levels, such as strategic planning, management control, and operational control. In other words, MIS should address the specific needs of managers at various levels of an organization's hierarchy (Kumar 2020).

Exception-Based: MIS should be built on the exception-based reporting principle, which means that an abnormal situation, i.e. the maximum; minimum; or expected values vary beyond tolerance limits, should be avoided. In such cases, there should be adequate exception reporting to the decision-maker (Kumar 2020).

Future-oriented: In addition to exception-based reporting, MIS should consider the future. In other words, MIS should not merely provide past or historical information; rather, it should provide information based on projections that can be used to initiate actions.

Integrated: Management information systems (MIS) are rationally integrated. Integration is a required feature of a management information system. Integration is important because it allows for the generation of more meaningful data. While integration improves information processing efficiency by reducing intermediate processing and the occurrence of multiple departments independently generating the same data, an even more important benefit is that it provides more timely, complete, and relevant information (Kumar 2020). To create an effective production scheduling system, for example, it is necessary to balance factors such as setup costs, workforce, overtime rates, production capacity, inventory level, capital requirements, and customer services.

Long-Term Planning: MIS is created over a long period of time. A system like this does not emerge overnight. There is a significant amount of planning involved. The MIS designer must consider the company's long-term goals and needs (Ojo, Ringim & Shaibu, 2022).

Sub-System Concept: Because the process of developing MIS is quite complex and one is prone to losing insight on a regular basis, the system is composed of sub-systems or quasi-separate component systems that are part of the overall unified system. Each of these systems shares the management information system's and the organization's goals. Some systems serve only one activity or level within the organization, whereas others serve multiple levels or multiple activities. As part of long-term system planning, the overall structure of the various systems should be carefully established (Kumar 2020).

Central Database: A central database is a mortar that holds the functional systems together. Each system requires access to the master file of data covering inventory, personnel, vendors, customers, etc. It seems logical to gather data once, validate it properly and place it on a central storage medium, which can be accessed by any other subsystem (Ojo, Ringim & Shaibu, 2022).

Problems of Management Information System in Nigeria

The users of MIS results into a situation where a relatively little success in providing management with information is achieved and the following reasons are responsible:

- i. Lack of management involvement in the design of MIS.
- ii. Narrow and/or inappropriate emphasis of the computer system.
- iii. Undue concentration on low level data processing application.
- iv. Lack of management knowledge of computer.
- v. Poor appreciation by information specialist of management information requirement and organizational problems.
- vi. Lack of top management support (Kumar 2020).



Concept of Employee performance

Performance is the result of the work quality and the quantity that is acquired by a person of employees in doing the work in accordance with the sole responsibility of the given entrusted. According to Osewe and Gindicha (2021) performance is the result of the tasks that achieved the employees that are based on the requirements of the job. A job has requirements specific to be done in terms of achieving the purpose of which is referred to also as a standard work. According to (Nguyen & Duong, 2020). Igbudu and Godwin (2022) posited that performance is the output of a particular task measured against pre-determined quality, completeness, and speed and cost standards. Furthermore, he added that performance is considered an achievement of the employee obligation in an employment contract which releases the performer from all obligations stipulated in the contract. Efficiency and effective performance are key elements that can be emphasized through training and development to improve performance. Efficiency is the ability to achieve desirable results by using the least resources available while effectiveness is the potential for workers to achieve desired goals or targets (Adams & Van Rooyen, 2020).

Employee performance can also be characterized as the capacity of the employee to achieve its goals by effectively and efficiently utilizing human resources. Accuracy, performance, good job, health and good customer service may therefore be anticipated. It is proven without doubt that training leads to enhanced performance for both the employee and the organization through the beneficial effect of the employee's success, experience, abilities, skills and actions, in generating success related benefits for the employee and for the company (Pebrida, Devia, Asriani & Zainurossalamia, 2020).

Management information system and Employees' Performance

MIS is very important in the organization; it has an impact on the functions, performance, and productivity of the employee. The impact of MIS on functions is in its management; with a good MIS, marketing, finance, production, and personnel management become more efficient. Tracking and monitoring functional targets becomes simple. The functional managers are kept up to date on the activities and targets' progress, accomplishments, and shortfalls. The manager is kept alert by providing specific information indicating and possibly indicating trends in various aspects of business. This helps in forecasting and long-term perspective planning. The manager's attention is bought to a situation which is expected in nature, inducing him to take an action or a decision in the matter (Smyth 2019). MIS is very important for employees in the organization; it has an impact on the functions, performance, and productivity of the organization. The impact of MIS on functions is in its management; with a good MIS, marketing, finance, production, and personnel management become more efficient. Tracking and monitoring functional targets becomes simple. The functional managers are kept up to date on the activities and targets' progress, accomplishments, and shortfalls. The manager is kept alert by providing specific information indicating and possibly indicating trends in various aspects of business. It improves the administration of the business by bringing a discipline in its operations as everybody is required to follow and use systems and procedures. This procedure instils a high level of professionalism in business operations. The MIS goals and objectives are by-products of business goals and objectives. It indirectly helps to pull the entire organization in the same direction toward the corporate goals and objectives by providing relevant information to the organization (Kumar, 2020).

A well-designed system that focuses on the manager improves managerial efficiency. An abundance of information motivates a wise manager to employ a variety of management tools. It enables him to



engage in activities such as experimentation and modeling. He is able to use tools and techniques that would be impossible to use manually thanks to the use of computers. This task is made easier by the ready-made packages. The impact is on managerial performance because it improves decision-making ability. The MIS work on the basic system, such as transaction processing and database, results in the drudgery of clerical work being transferred to the computerized system, relieving the human mind for better work. Recording, searching, processing, and communicating take up seventy percent (70%) of the time. This MIS has an immediate impact on the overhead. It fosters an information-based working culture within the organization (Kumar, 2020).

Theoretical Framework

This research work will be anchored on resource based view theory.

Resource Based View (RBV)

The resource based view (RBV) proposed by Wernerfelt in 1984 is a major theory which argues that firm possess resources, a subset of which enable them to achieve competitive advantage, and a subset of those that that lead to superior long-term performance. The theory argues that resources that are valuable and rare can lead to the creation of competitive advantage and that advantage can be sustained over longer time periods to the extent that the firm is able to protect against resource imitation, transfer, or substitution. The information systems are most often considered to be a very critical and important type of resource. According to RBV proponents, it is much more feasible to exploit external opportunities using resources in a new way rather than trying to reinvent to acquire new skills for each different opportunity. When fully utilized in organization, management information system can help enhance the functional activities thereby creating that competitive advantage where an organization resources becomes heterogeneous (i.e. skills, capabilities and other resources that organization possess differ from others) and immobile (i.e. critical resources of organization cannot be moved in the short time, competitors cannot replicate its resources and implement the same strategies. Intangible resources such as brand equity, processes, knowledge or intellectual property are usually immobile). According to Gupta, Tan, Ee, and Phang (2018), information systems are an internal firm resource because the acquisition, integration, and usage of its interconnected components are owned and controlled by firms, whether through access (e.g. lease, subscription), progressive ownership (e.g. hire purchase), or total ownership.

In this context, resource-based theory is used to include the cognitive ability of individual business managers in order to ensure effective decision-making and, ultimately, leading organizational performance. This implies that organization has individual-specific resources that facilitate and ensure the recognition of new opportunities, effective resource gathering, as well as the mentality of handling all activities in an efficient manner, seeking and requiring information that can help in decision making, problem solving, strategic planning, and management control. In order for those issues to be effective, information must be accurate, timely, and relative (Laudon & Laudon 2015). MIS is an integrated set of resources that work together to accomplish a specific function, objective, or goal. It is a computer based system that provides information for decisions making on planning, organizing and controlling the operation of the sub-system of the firm and provides a synergistic organization in the process (Ojo, Ringim & Shaibu, 2022).

Theory of Organization Change

Most strategic change management practices are intentionally planned and introduced by management for different reasons, which vary from a response to internal or environmental pressures, to strategic



changes in order to develop the organization. Strategic change management practices are easily noticed, as they unfold in a more orderly, better structured and a significantly smaller space than social changes. In organizational development, the most frequently used means of measuring the effects of a change is measuring a set of factors specific to the system both before, as well as after the change, the variation thus represent the effect of the intervention. Otherwise said, two different stages of the system are measured, estimating the difference between them at different moments in time – the very core principles of the systematic model (Dawson, 2014).

The theoretical space of strategic change management practices has a few more features, that are part of the met language; first of all, most of the expert literature is written from a managerial point of view, that is, organizational development represents the point of view of the management team, that is certainly interested in the most effective ways of introducing change in the organization they run. The second feature refers to the fact that there are two main ways of approaching the issue of strategic change management practices: the one that is an explanation for the means of implementing a planned change, and the one that represents a description of the process, that analyzes change instead of offering norms for applying it (Chebiego & Kariuki, 2018).

Empirical Review

Ojo, Ringim, and Shaibu (2022) looked at the impact of management information systems on MTN Nigeria's organizational performance. The study used a descriptive research design that included the use of a survey, and the primary data was obtained by administering a questionnaire to 346 MTN Nigeria employees. The hypotheses were tested after satisfying the various assumptions of multiple regression. The findings revealed a strong correlation ($r = 0.702$) between management information systems and MTN Nigeria's organizational performance, with variations in the independent variables (Customer Relationship Management and Financial Management Information System) explaining 61.3 percent of the total variation in organizational performance. However, based on the study's findings, it is concluded that Customer Relationship Management and Financial Management Information System have a significant effect on organizational performance. According to the study, MTN Nigeria's management should evaluate their performance effectiveness and efficiency in terms of customer relationship management. As a result, they should prioritize communicating with customers on a regular basis and provide customers with multiple ways to contact the organization.

Affum (2022) determined the impact of integrated management information system on service level in registered private organizations in Takoradi and offer suggestions to improve management information system in private organizations. Specifically, the study determined the effect on confidentiality as a result of integrated management information systems in NGOs in Takoradi, the effect on integrity as a result of integrated management information systems in NGOs in Takoradi, established the availability of the integrated management information systems in NGOs in Takoradi, and also ascertained the accessibility or integrated management information systems in NGOs in Takoradi. The study adopted descriptive survey design. To achieve the stated objectives, data from a field of NGOs in Takoradi were collected and analysed. The research instruments used to collect data were questionnaires, a census of the whole population was carried out and the study targeted 50 registered NGOs using integrated systems. With this, the researchers were able to retrieve 35 completed questionnaires administered, representing 70 percent response rate. Statistical tools such as frequencies and percentages were used to analyse the data in order to tackle the specific research objectives. The objective of the study determined the effect on confidentiality as a result of integrated management information system in



NGOs in Takoradi. The key findings that emerged were that majority (82.9%) of the respondents agreed that confidentiality awareness programs are in place. However, the remaining 17.1 percent of the respondents disagreed that confidentiality awareness programs are not in place. Most of the registered NGOs operating in Takoradi have awareness programs in place in relation to confidentiality based on data retrieved from the respondents. All (100%) the respondents indicated that the registered NGOs in Takoradi provides regular and structured training to its employees on confidential and policy of integrated management information system use. With this, employees of various NGOs in Takoradi can gain knowledge and experience. All (100%) the respondents of the various NGOs in Takoradi agreed to the fact that there is defined process in place to coordinate the implementation of information security, measures and programs. In finding out how some various aspects of the organization are properly understood, most NGOs indicated there is great integration between management and information security.

Nthiga and Nyang'au (2021) established the effect of Human Resource Information Systems (HRIS) on employee's performance in Murang'a Water Companies in Murang'a County which are five in number. The target population was three Water Companies namely: Kahuti Water and Sanitation Company, Gatamathi Water and Sanitation Company Limited and Murang'a South Water and Sanitation Co. Ltd. The study adopted descriptive design to determine the effects of human resource information system on employee's performance.. Data for the study was primary obtained by use of a survey tool. It was collected using a questionnaire. The filled questionnaires were checked for completeness and then coded and the data analyzed. A correlation model for establishing presence and magnitude of dependence using significance levels was applied to the effect of Human Resource Information Systems (HRIS) on employee's performance. The findings of the study established that human resource information system is used in the selected Water Companies in Murang Country; the institutions have adopted HRIS in their operation; the impact on adoption and implementation of HRIS involved the regulatory as an environmental impact on adoption and implementation of human resource information system and an effective HRIS provides information on just about anything the companies needs to track and analyze about employees, The study made recommendations that a functional Human Resource Information System should be adopted by Water Companies/Other Organizations in order get improved productivity and efficiency on employee's performance. The organization should update their Human resource information systems to ensure that they using the newest version of technology in the market which save more time and increases efficiency. The organization should continue training the employees on the use of the Human resource systems as the need arises. The organizations should automate all other functions and also provide back up to prevent loss of data.

Okeke (2020) examined the effect of management information system on organizational performance in manufacturing firms. The area of the study was manufacturing firms in Anambra state. Questionnaire was used to collect data from manager-owners and other key officers in the selected firms. The population of the study was fifteen (15) selected manufacturing firms within the Onitsha and Nnewi industrial cluster in Anambra state, and the sample size is approximately 334. The research adopted sampling technique was purposive sampling. From the analyses tested, the study found out that Decision support system has significant effect on performance effectiveness in manufacturing firm, Process control system has significant effect on performance efficiency in manufacturing firm. Artificial intelligence has significant effect on performance efficiency in manufacturing firm. The study recommended that, there should be the introduction and operation of central-data-base management system through which information can be produced and communicated to various users at any point in



time within the firm. There should also be flexibility in the nature/pattern and structure of management system in organizations so as to permit informed and easy information flow and accessibility to all information end-users. Organizations should also pay more attention to communication through the media agencies. This goes a long way to promoting the company's control of the market.

Nasir, Ibrahim, Hussin, Hashim, Ismail, Seman & Sulaiman (2020) identified the crucial issues in information management that affect organizational performance. The paper is based on the perusal reading of the authors based on several articles. The study identifies that the managing information as an important asset will help to change organisational operation by dominant the conception and development of information, reduction in operation cost, rising skillfulness and productiveness and precaution essential information. It also reassessment propose that organisations might start to create an information management scheme that has a modality of agree with the various systems into an ordinary system and this intent outcome in strategically benefit. The study was conducted based on several articles regarding the issues in information management. The lack of the latest research about the issues limits the findings for the sake of this writing. The recommendation and suggestion have been mention on this research for better study by the researcher on this area.

Algwizi & Habtoor (2020) investigate the effect of management information systems on human resources management at the implementation of housing and utilities projects in Libya, Indeed, to achieve the objectives of the study adopted a model study by default through the relationship between the variables of the study. Management information systems as independent variable affects the human resource management as a dependent variable. The researcher has designed a questionnaire included (77) sentences, and then the distribution of the number of (304) questionnaire to all the data from the study sample, and then test study model and using a combination of statistical methods and by statistical assertion for Social Sciences (SPSS), and the program (Amos EMI). The result of the hypothesis confirmed that there is a direct impact of management information systems for human resources management system in the implementation of housing and utilities projects body in Libya. The results also confirmed the existence of a positive relationship and statistically significant. The interest in management information systems lead to the improvement and development of human resources management. Increasing attention to the achievement of management information systems for the goals of the body "and" end-user satisfaction "and" appropriate systems of different administrative levels of information "and" The volume of use of management information systems "lead to increase the importance of" training of human resources "and" attraction human resources "and" evaluation the performance of human resources "and" human resource management planning. "

Al-Momani and Al Assaf (2020) studied the impact of Marketing Information Systems (MKIS) on Decision Making Systems (DMS) at banks sectors. Islamic International Arab Bank (IIAB) managers in Jordan are the target of this study. A questionnaire was developed to achieve the study's objectives and distributed to (30) branch managers in IIAB. The questionnaire has 5 variables; four variables are used as independent variables (Databases System, Marketing research, marketing analysis, and marketing intelligence). Also, the "decision-making systems" is used as dependent variable. The Islamic banking sector in Jordan still suffers from a weak infrastructure in the marketing information systems, which clearly affected the decision-making systems in these banks. This reflected negatively on the ability of these banks to make successful marketing decisions that would reach consumers in a way that they could compete with commercial banks. Thus, this study can provide the scientific foundations for banks to determining the impact of marketing information systems on the decision-making systems. In addition, this study is important in practical terms because it is considered as the quality of decision-



making systems to meet the needs of customers, which raise their confidence in the banking sector especially the Islamic banks sector. The results, marketing information systems have a significant influence on decision making systems of bank management. Marketing intelligence, research and analysis are dependent on database systems as a main source of information.

Methodology

The area of this study is Lagos where the study of the research is located at Victoria Island, Lagos. The study will adopt a descriptive research design which plays a big role in business research. The descriptive research design addresses the questions posed by exploratory research offering solutions to different business issues. The population of the study is the total number of elements in a target universe. The target population of study is 124 employees of Zedcrest Capital Limited, Lagos. In order to have a convenient survey with ease of administration and collection of the instrument, Taro Yamane's Formula (Yamane, 1976) was used to determine the sample size of 95 respondents. The method of data collection used is primary data. For the purpose of this study linear regression analysis will be used to test the hypotheses at 5% level of significant.

RESULTS AND DISCUSSION

Presentation of data

Out of the 95 copies of the questionnaire given to respondents, only 88 copies were correctly filled and returned by respondents which represent 92.6% which were based of the analysis. Both inferential and descriptive statistics were used in the data analysis.

The presentation of data covers both the bio data and the demographic presentation of the respondents who were employees of Zedcrest Capital Limited, Lagos.

Table 3.1: Gender distribution of the respondents

	Demographic Characteristics	Frequency	Percentage
Age	20-29	35	39.8
	30-39	34	38.6
	40-49	15	17.0
	50-59	4	4.5
	Total	88	100.0
Gender	Male	42	47.7
	Female	46	52.3
	Total	88	100.0
Marital Status	Single	59	67.0
	Married	29	33
	Others	0	0
	Total	88	100.0
Years of Experience	0 - 5 years	48	54.5
	6-10 years	22	25.0
	11-15 years	10	11.4
	16 -20 years	8	9.1
	21 years & above	-	-



	Total	88	100.0
Educational Qualification	NCE/OND	13	14.8
	HND/BSC	59	67.0
	PGD/MBA	11	12.5
	MSC	5	5.7
	Total	88	100.0
Religion	Christians	64	62.7
	Muslim	24	27.3
	Total	88	100

Source: Field Survey, 2023

The table 3.1 above show the demographic characteristic of the respondents. 39.8% of the respondents were between the age of 20 -29 years, 38.6% of the respondents were between the age of 30 -39 years, 17.0% of the respondents were between the age of 40 – 49 years while 4.5% of the respondents were between the age of 50 – 59 years. This means that majority of the respondents working in the Zedcrest Capital Limited, Lagos were between the age of 20 – 39 years.

Furthermore, the table above reveals that 47.7% of the respondents were male while 52.3% of the respondents were female. This means that most of the employee were male in Zedcrest Capital Limited, Lagos.

More so, the table reveals that 67.0% of the respondents were single while 33.0% of the respondents were married. This means that most of the respondents were single.

Additionally, the table above revealed the years of working experience. 54.5% of the respondents have between 0 – 5 years of experience, 25.0% of the respondents have between 6 – 10 years of experience, 11.4% of the respondents have between 11 – 20 years of experience while 9.1% of the respondents have 16 -20 years of experience while none of the respondents have 21 years and above years of experience. This revealed that most of employees in the company had between 0 -5 years of experience who may be fresh graduate from higher institutions in Nigeria.

Similarly, from the table above, 14.8% of the respondents were NCE/OND holders, 67.0% of the respondents were HND/BSC holders, 12.5% of the respondents were PGD/MBA holders while 5.7% of the respondents were MSC holders. This indicates that majority of the employees in the organization were HND/BSC holders who fully understand management information system in the company.

Lastly, the table show the religion of the respondents where 62.7% of the respondents were christians by religion while 27.3% of the respondents were Muslim. This shows that of the employees in Zedcrest Capital Limited, Lagos were Christian,

Research question One: What is the effect of management information system on meeting customers' demands in Zedcrest Capital Limited, Lagos?

S/N	What is the effect of management information system on meeting customers' demands in Zedcrest Capital Limited, Lagos?	SA	A	D	SD
1	The organization adopt the of use MIS in its business operation	32 (36.4)	48 (54.5)	5 (5.7)	3 (3.4)



2	MIS help the organization to keep their customer informed about their products and services	45 (51.1)	20 (22.7)	17 (19.3)	6 (6.8)
3	MIS helps in getting customers feedback about the organization goods and services	57 (64.8)	23 (26.1)	5 (5.7)	3 (3.4)
4	MIS make the organization to operate 24 hours	41 (46.6)	23 (26.1)	18 (20.5)	6 (6.8)
5	MIS increase customer loyalty to the organization	60 (68.2)	16 (18.2)	7 (8.0)	5 (5.7)
6	MIS promote cordial relationship between customers and the organization	35 (39.8)	45 (51.1)	6 (6.8)	2 (2.3)
7	MIS provide instant response to customers request	58 (65.9)	18 (20.5)	11 (12.5)	1 (1.1)
8	MIS saves customer time	58 (65.9)	22 (25.0)	3 (3.4)	5 (5.7)
9	MIS help the organization to gain customer trust and confidence	51 (58.0)	18 (20.5)	15 (17.0)	4 (4.5)
10	MIS increase customers satisfaction	71 (80.7)	17 (19.3)	-	-

Source: field survey, 2023

From the table above, it reveals that 36.4% and 54.5% of the respondents strongly agreed and agreed respectively that the organization adopt the of use MIS in its business operation while 5.7% and 3.4% of the respondents were disagreed and strongly disagreed respectively to this. This means that the organization adopt the of use MIS in its business operation.

More so, 51.1% and 22.7% of the respondents strongly agreed and agreed respectively that MIS help the organization to keep their customer informed about their products and services while 19.3% and 6.8% of the respondents were disagreed and strongly disagreed respectively to this. This means that MIS help the organization to keep their customer informed about their products and services.

Moreover, 64.8% and 26.1% of the respondents strongly agreed and agreed respectively that MIS helps in getting customers feedback about the organization goods and services while 5.7% and 3.4% of the respondents were disagreed and strongly disagreed respectively to this. This means that MIS helps in getting customers feedback about the organization goods and services.

Furthermore, 46.6% and 26.1% of the respondents strongly agreed and agreed respectively that MIS make the organization to operate 24 hours while 20.5% and 6.8% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS make the organization to operate 24 hours. Similarly, 68.2% and 18.2% of the respondents strongly agreed and agreed respectively that MIS increase customer loyalty to the organization while 8.0% and 5.6% of the respondents disagreed and strongly disagreed respectively to this. This revealed that MIS increase customer loyalty to the organization

Additionally, 39.8% and 51.1% of the respondents strongly agreed and agreed respectively that MIS promote cordial relationship between customers and the organization while 6.8% and 2.3% of the respondents disagreed and strongly disagreed respectively to this. This revealed that MIS promote cordial relationship between customers and the organization.



Additionally, 65.9% and 20.5% of the respondents strongly agreed and agreed respectively that MIS provide instant response to customers request while 12.5% and 1.1% of the respondents disagreed and strongly disagreed respectively to this. This revealed that MIS provide instant response to customers request

Consequently, 65.9% and 25.0% of the respondents strongly agreed and agreed respectively that MIS saves customer time while 3.4% and 5.6% of the respondents disagreed and strongly disagreed respectively to this. This revealed that MIS saves customer time.

In addition to this, 58.0% and 20.5% of the respondents strongly agreed and agreed respectively that MIS help the organization to gain customer trust and confidence while 17.0% and 4.5% of the respondents disagreed and strongly disagreed respectively to this. This showed that MIS help the organization to gain customer trust and confidence

Lastly, 80.7% and 19.3% of the respondents strongly agreed and agreed respectively that MIS increase customers satisfaction while none of the respondents disagreed and strongly disagreed respectively to this. This showed that MIS increase customers satisfaction

Research Question Two: How does management information system improve employees' quality of service in Zedcrest Capital Limited, Lagos?

S/N	Statement	SA	A	D	SD
1	Management Information System helps the organization to be innovation driven	51 (58.0)	37 (42.0)	-	-
2	MIS reduce the level of mistakes and human errors in the organization	19 (21.6)	69 (78.4)	-	-
3	MIS increase the quality of products and services that will meet customers expectaion	70 (79.5)	18 (20.5)	-	-
4	MIS ensure continuous growth of organization	70 (79.5)	15 (17.0)	5 (5.7)	-
5	MIS helps in playing role to achieve competitive advantage	70 (79.5)	17 (19.3)	1 (1.1)	-
6	MIS prevent loss of information and make information to be secure in the organization	51 (58.0)	37 (42.0)	-	-
7	MIS reduce fraudulent activities in the organization	19 (21.6)	64 (72.7)	5 (5.7)	-
8	MIS enforce adequate fund management in the organization	54 (61.4)	34 (38.6)	-	-
9	MIS increase strict monitoring of transaction in the organization	40 (45.5)	48 (54.5)	-	-
10	MIS reduce level of human supervision of employees in th organization	69 (78.4)	17 (19.3)	2 (2.3)	-

Source: field survey, 2023

From the table above, it reveals that 58.0% and 42.0% of the respondents strongly agreed and agreed respectively that management information system helps the organization to be innovation driven while none of the respondents were disagreed and strongly disagreed respectively to this. This means that management information system helps the organization to be innovation driven.



More so, 21.6% and 78.4% of the respondents strongly agreed and agreed respectively that MIS reduce the level of mistakes and human errors in the organization while none of the respondents disagreed and strongly disagreed respectively to this. This means that MIS reduce the level of mistakes and human errors in the organization

Equally, 79.5% and 20.5% of the respondents strongly agreed and agreed respectively that MIS increase the quality of products and services that will meet customers expectation while none of the respondents disagreed and strongly disagreed respectively to this. This means that MIS increase the quality of products and services that will meet customers expectation

In the same vein, 79.5% and 17.0% of the respondents strongly agreed and agreed respectively that MIS ensure continuous growth of organization while 5.7% of the respondents disagreed to this. This means that MIS ensure continuous growth of organization

Similarly, 79.5% and 19.3% of the respondents strongly agreed and agreed respectively that MIS helps in playing role to achieve competitive advantage while 1.1% of the respondents disagreed to this. This means that MIS helps in playing role to achieve competitive advantage.

In addition, 58.0% and 42.0% of the respondents strongly agreed and agreed respectively that MIS prevent loss of information and make information to be secure in the organization while none of the respondents were u disagreed or strongly disagreed to this. This means that MIS prevent loss of information and make information to be secure in the organization

Furthermore, 21.6% and 72.7% of the respondents strongly agreed and agreed respectively that MIS reduce fraudulent activities in the organization while 5.7% of the respondents disagreed to this. This means that MIS reduce fraudulent activities in the organization.

More so, 61.4% and 38.6% of the respondents strongly agreed and agreed respectively that MIS enforce adequate fund management in the organization while none of the respondents were disagreed or strongly disagreed to this. This means that MIS enforce adequate fund management in the organization

Moreover, 45.5% and 54.5% of the respondents strongly agreed and agreed respectively that MIS increase strict monitoring of transaction in the organization while none of the respondents disagreed and strongly disagreed to this. This means that MIS increase strict monitoring of transaction in the organization

Finally, 78.4% and 19.3% of the respondents strongly agreed and agreed respectively that MIS reduce level of human supervision of employees in th organization while 2.3% of the respondents disagreed or strongly disagreed to this. This means that MIS reduce level of human supervision of employees in th organization

Research Question Three: To what extent does management information system affect employees' effectiveness and efficiency in Zedcrest Capital Limited, Lagos?

S/N	Statement	SA	A	D	SD
1	MIS reduce the cost of human resources in the organization	36 (40.9)	52 (59.1)	-	-
2	MIS is helpful in the increase of products and services in the organization	53 (60.2)	35 (39.8)	-	-
3	MIS enhance timely decision making for the organization	45 (51.1)	35 (39.8)	6 (6.8)	2 (2.3)
4	MIS reduces the operational cost of the organization	19 (21.6)	40 (45.5)	20 (22.7)	9 (10.2)



5	MIS increase in adequate resources management in the organization	40 (45.5)	17 (19.3)	14 (15.9)	17 (19.3)
6	MIS provide adequate record monitoring and management	37 (42.0)	47 (53.4)	2 (2.3)	2 (2.3)
7	MIS increase the level of employee confidence in handle system oriented problems	70 (79.5)	10 (11.4)	7 (8.0)	1 (1.1)
8	MIS help the organization to achieve it stated goals and objective	26 (29.5)	49 (55.7)	10 (11.4)	3 (3.4)
9	MIS increase the internal and external communication in the organization	50 (56.8)	21 (23.9)	9 (10.2)	8 (9.1)
10	MIS increase computer skills of the employees thereby reduce labour turnover in the organization	53 (60.2)	27 (30.7)	7 (8.0)	1 (1.1)

Source: Field Survey, 2023

From the table above, it reveals that 40.9% and 59.1% of the respondents strongly agreed and agreed respectively that MIS reduce the cost of human resources in the organization while none of the respondents disagreed and strongly disagreed respectively to this. This means that MIS reduce the cost of human resources in the organization.

In addition, 60.2% and 39.8% of the respondents strongly agreed and agreed respectively that MIS is helpful in the increase of products and services in the organization while none of the respondents disagreed and strongly disagreed respectively to this. This means that MIS is helpful in the increase of products and services in the organization

Equally, 51.1% and 39.8% of the respondents strongly agreed and agreed respectively that MIS enhance timely decision making for the organization while 6.8% and 2.3% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS enhance timely decision making for the organization

Similarly, 21.6% and 45.5% of the respondents strongly agreed and agreed respectively that MIS reduces the operational cost of the organization while 22.7% and 10.2% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS reduces the operational cost of the organization.

More so, 21.6% and 45.5% of the respondents strongly agreed and agreed respectively that MIS reduces the operational cost of the organization while 5.7% and 17.2% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS reduces the operational cost of the organization.

Moreover, 45.5% and 19.3% of the respondents strongly agreed and agreed respectively that MIS increase in adequate resources management in the organization while 15.9% and 19.3% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS increase in adequate resources management in the organization.

Similarly, 42.0% and 53.4% of the respondents strongly agreed and agreed respectively that MIS provide adequate record monitoring and management while 2.3% and 2.3% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS provide adequate record monitoring and management

Equally, 79.5% and 11.4% of the respondents strongly agreed and agreed respectively that MIS increase the level of employee confidence in handle system oriented problems while 8.0% and 1.1% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS increase the level of employee confidence in handle system oriented problems.



Equally, 29.5% and 55.7% of the respondents strongly agreed and agreed respectively that MIS help the organization to achieve its stated goals and objectives while 11.4%, 3.4% and 1.1% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS help the organization to achieve its stated goals and objectives.

Consequently, 56.8% and 23.9% of the respondents strongly agreed and agreed respectively that MIS increase the internal and external communication in the organization while 10.2%, and 9.1% of the respondents disagreed and strongly disagreed respectively to this. This means that MIS increase the internal and external communication in the organization.

Finally, 60.2% and 30.7% of the respondents strongly agreed and agreed respectively that MIS increase computer skills of the employees thereby reduce labour turnover in the organization while 8.0% and 1.1% of the respondents disagreed and strongly disagreed and respectively to this. This means that MIS increase computer skills of the employees thereby reduce labour turnover in the organization.

Test of Hypotheses

For the purpose of this study, the chi-square method was used to test the two stated hypotheses.

Hypothesis one:

H₀₁: management information system does not have any significant effect on meeting customers' demands in Zedcrest Capital Limited, Lagos.

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.580 ^a	.429	.119	.45958		
a. Predictors: (Constant), management information system						
ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2.699	1	2.699	12.778	.001 ^b
	Residual	18.165	86	.211		
	Total	20.864	87			
a. Dependent Variable: meeting customers' demands						
b. Predictors: (Constant), management information system						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.650	.572		11.631	.000
	management information system	.426	.119	.360	3.575	.001
a. Dependent Variable: meeting customers' demands						

Table above presented the regression result of the influence of management information system on customers' demands in Zedcrest Capital Limited, Lagos. The R square of the model shows a value of 0.429 which implies that management information system in the estimated model accounts for about 43% systemic change in meeting customers' demands. The implication is that other factors outside the



management information system which is not identified in the model only account for 57%. This result further confirms that management information system play important effect on meeting customers' demands in Zedcrest Capital Limited, Lagos.

The result shows that the coefficient for management information system is 0.000 and 0.001 for the constant meaning it is statistically significant since it's below 0.05. The result in table above shows that there is positive relationship between management information system and meeting customers' demands which meant that management information system bring a positive relationship to meeting customers' demands being rendered by the Zedcrest Capital. This may be as a result of the fact that the employees in the company positively react to MIS changes and coping with such changes has brought substantive improvement employee performance of the company. The result revealed that management information system influenced the customers' demands at 0.05 level of significance ($F = 12.778$; $R = 0.580$, $R^2 = 0.429$, $Adj.R^2 = 0.119$, $t = 11.631$, $P(0.01) < .05$). Therefore, the null hypothesis is rejected, indicating that management information system significantly influenced customers' demands in Zedcrest Capital Limited, Lagos.

Hypothesis Two

H_{02} : management information system does not has any significant effect on employees' quality of service in Zedcrest Capital Limited, Lagos.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.684 ^a	.538	.330	.40081

a. Predictors: (Constant), management information system

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.048	1	7.048	43.870	.000 ^b
	Residual	13.816	86	.161		
	Total	20.864	87			

a. Dependent Variable: employees' quality of service
b. Predictors: (Constant), management information system

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.249	.510		2.451	.016
	management information system	.702	.106	.581	6.623	.000

a. Dependent Variable: employees' quality of service

Source: Field Survey, 2023

Table above presented the regression result of the influence of management information system on customers' demands in Zedcrest Capital Limited, Lagos. The R square of the model shows a value of 0.538 which implies is that management information system in the estimated model account for about



54% systemic change in employees' quality of service. The implication is that other factors outside the management information system which is not identified in the model only account for 46%. This result further confirms that management information system play important effect on employees' quality of service in Zedcrest Capital Limited, Lagos.

The result shows that the coefficient for management information system is 0.016 and 0.000 for the constant meaning it is statistically significant since it's below 0.05. The result in table above shows that there is positive relationship between management information system and employees' quality of service which meant that management information system bring a positive relationship to employees' quality of service being rendered by the Zedcrest Capital. This may be as a result of the fact that the employees in the company positively react to MIS changes and coping with such changes has brought substantive improvement employees' quality of service of the company.

The result revealed that management information system influenced the employees' quality of service at 0.05 level of significance ($F = 43.870$; $R = 0.684$, $R^2 = 0.538$, $Adj.R^2 = 0.330$, $t = 6.623$, $P(0.00) < 0.05$). Therefore, the null hypothesis is rejected, indicating that management information system significantly influenced employees' quality of service in Zedcrest Capital Limited, Lagos.

Hypothesis Three:

H_{03} : management information system does not has any significant effect on employees' effectiveness and efficiency in Zedcrest Capital Limited, Lagos.

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.210 ^a	.122	.051	.69094		
a. Predictors: (Constant), management information system						
ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.944	1	.944	1.978	.163 ^b
	Residual	41.056	86	.477		
	Total	42.000	87			
a. Dependent Variable: employees' effectiveness and efficiency						
b. Predictors: (Constant), management information system						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.461	.687		7.946	.000
	management information system	-.210	.149	-.150	-1.406	.163
a. Dependent Variable: employees' effectiveness and efficiency						

Source: Field Survey, 2023



Table above presented the regression result of the influence of management information system on employees' effectiveness and efficiency in Zedcrest Capital Limited, Lagos. The R square of the model shows a value of 0.122 which implies is that management information system in the estimated model account for about 12% systemic change in employees' effectiveness and efficiency. The implication is that other factors outside the management information system which is not identified in the model only account for 88%. This result further confirms that management information system play important effect on employees' effectiveness and efficiency in Zedcrest Capital Limited, Lagos.

The result shows that the coefficient for management information system is 0.016 and 0.163 for the constant meaning it is not significant since it's greater than 0.05. The result in table above shows that there is no and negative relationship between management information system and employees' effectiveness and efficiency which meant that management information system bring a negative relationship to employees' effectiveness and efficiency being rendered by the Zedcrest Capital. This may be as a result of the fact that the employees in the company has no reaction to MIS changes but coping with such changes has brought no substantive improvement on employees' effectiveness and efficiency of the company.

The result revealed that management information system has no influenced the employees' effectiveness and efficiency at 0.05 level of significance ($F = 1.978$; $R = 0.210$, $R^2 = 0.122$, $Adj.R^2 = 0.051$, $t = 7.946$, $P(0.163) > 0.05$). Therefore, the null hypothesis is rejected, indicating that management information system has no significant influenced employees' effectiveness and efficiency in Zedcrest Capital Limited, Lagos.

Discussion of findings

The findings of the study revealed that organization adopt the of use MIS in its business operation which help the organization to keep their customer informed about their products and services as well as responding to customers requests and needs promptly on daily basis. More so, the result of the study revealed that MIS promote cordial relationship between customers and the organization due to the fact that there is direct contact with employees and customer where they can communicate at any time. The result of the study also showed that MIS increase the quality of products and services that will meet customer's expectaion as well as reduce the level of mistakes and employees errors in the organization. In addition to this, MIS reduce fraudulent activities by any employees and increase strict monitoring of transaction in the organization couple with provision of adequate record monitoring and management as it help the organization to achieve it stated goals and objective.

Finally, the test of hypotheses discovered that management information system has significant and positive effect on meeting customers' demands ($p(0.001 < 0.05)$) in Zedcrest Capital Limited, Lagos. Also, management information system has significant effect on employees' quality of service ($p(0.000 < 0.005)$) in Zedcrest Capital Limited, Lagos. But management information system does not has any significant effect on employees' effectiveness and efficiency ($p(0.136 > 0.005)$) in Zedcrest Capital Limited, Lagos.

CONCLUSION AND RECOMMENDATIONS

Based on the findings of this study, it can be concluded that management information system has positive and significant effect on meeting customers' demands in Zedcrest Capital Limited, Lagos. The study concluded that management information system contibute to improved employees' quality of service in Zedcrest Capital Limited, Lagos lastly, the study concluded that employees' effectiveness and



efficiency in the company does not make any difference with the use of management information system in Zedcrest Capital Limited, Lagos. The study recommended that the company should continue to the adoption of MIS as it increase employee quality of service. The employees should try as much as possible to use MIS to improve their effectiveness and efficiency in the company. Lastly, the company should ensure that enough funds is available for continous implementation of MIS. Finally, it was found that the employees had a more positive attitude towards MIS in comparison to their previous outlook of the manual system. The findings suggest that the implementation of MIS has improved the performance of the employees of ZedCrest Capital Limited and provided additional benefits to the organization and its customers.

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