

**USER PERCEPTIONS ON THE USAGE OF
MANAGEMENT INFORMATION SYSTEM
AMONG UTeM EMPLOYEES**

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UNIVERSITI TEKNIKAL MALAYSIA MELAKA

**USER PERCEPTIONS ON THE USAGE OF MANAGEMENT
INFORMATION SYSTEM AMONG UTeM EMPLOYEES**

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**A report submitted
in partial fulfilment of the requirements for the degree of
Bachelor of Technology Management (Innovation Technology) With Honors**



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DECLARATION


I declare that this thesis entitled “User Perceptions On The Usage Of Management Information System Among UTeM Employees” is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.


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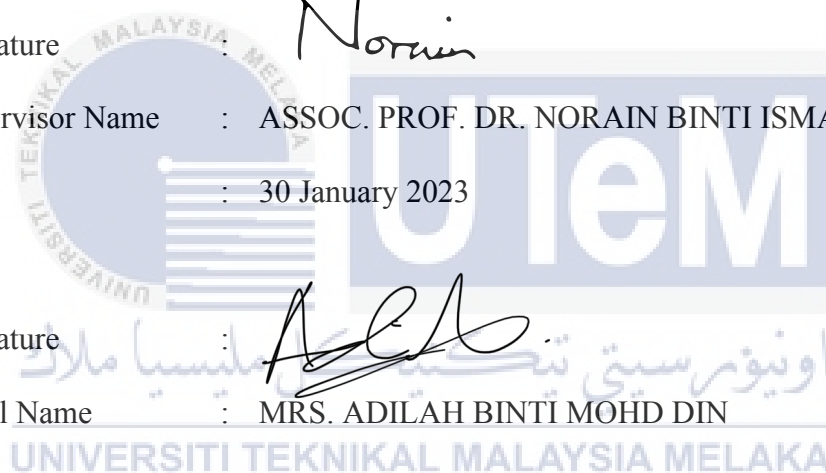


APPROVAL

I hereby declare that I have checked this report entitled “User Perceptions On The Usage Of Management Information System Among UTeM Employees” and in my opinion, this thesis it complies the partial fulfillment for awarding the award of the degree of Bachelor of Technology Management (Innovation Technology) With Honours

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ABSTRACT

The purpose of this study is to investigate the user views on the utilization of management information systems (MIS) among public university employees in UTeM to determine whether or not these employees are satisfied with the system and whether or not they embrace it. (IS) researchers have become increasingly concerned with the method of combining the information system (IS) with user satisfaction and acceptability during the past few decades. This information is valuable because it may be used in the future to build better ways for (IS) and evaluate how those methods affect both the individual and the organizations. The skills of universities have been put to the test as a result of the rapid changes in information technology (IT) and the business environment. These changes have posed a challenge for universities in terms of designing the proper information systems strategies for their businesses. The growing user population in Malaysia's public universities demonstrates the obvious requirement for an improvement in the strategic information system planning that is already in place. The primary goals of this research are to 1) to study the factors influence the usage of MIS; 2) to analyse the effectiveness of the usage of MIS; and 3) to examine the challenges of the usage of MIS presents in terms of user satisfaction and acceptance, including issues concerning system quality, information quality, service quality, and system use. The study used a qualitative method to collect data and conduct analysis, and five respondents from UTeM were selected to complete a questionnaire survey about their level of satisfactions and acceptance concerning the elements that were being investigated. According to the findings, there is a positive association between the six sections of three question each and the level of acceptance and satisfaction shown by the users. To cultivate a high level of user satisfaction and acceptance, the information system department of UTeM ought to investigate every component that has significantly influenced user satisfaction and acceptance to build a high level of user satisfaction and acceptance. It is also advised that a thorough investigation be conducted into the operations of many other organizations in Malaysia.

ABSTRAK

Tujuan kajian ini adalah untuk menyiasat pandangan pengguna terhadap penggunaan sistem maklumat pengurusan (MIS) dalam kalangan kakitangan universiti awam di UTeM untuk menentukan sama ada pekerja ini berpuas hati atau tidak dengan sistem tersebut dan sama ada mereka menerimanya atau tidak. Penyelidik (IS) semakin bimbang dengan kaedah menggabungkan sistem maklumat (IS) dengan kepuasan dan penerimaan pengguna dalam beberapa dekad yang lalu. Maklumat ini berharga kerana ia mungkin digunakan pada masa hadapan untuk membina cara yang lebih baik untuk (IS) dan menilai cara kaedah tersebut mempengaruhi kedua-dua individu dan organisasi. Kemahiran universiti telah diuji hasil daripada perubahan pesat dalam teknologi maklumat (IT) dan persekitaran perniagaan. Perubahan ini telah menimbulkan cabaran kepada universiti dari segi mereka bentuk strategi sistem maklumat yang sesuai untuk perniagaan mereka. Populasi pengguna yang semakin meningkat di universiti awam Malaysia menunjukkan keperluan yang jelas untuk penambahbaikan dalam perancangan sistem maklumat strategik yang sedia ada. Matlamat utama penyelidikan ini adalah untuk 1) mengkaji faktor-faktor yang mempengaruhi penggunaan MIS; 2) untuk menganalisis keberkesanan penggunaan MIS; dan 3) untuk mengkaji cabaran penggunaan MIS dari segi kepuasan dan penerimaan pengguna, termasuk isu berkaitan kualiti sistem, kualiti maklumat, kualiti perkhidmatan dan penggunaan sistem. Kajian ini menggunakan kaedah kualitatif untuk mengumpul data dan menjalankan analisis, dan lima responden daripada UTeM telah dipilih untuk melengkapkan tinjauan soal selidik tentang tahap kepuasan dan penerimaan mereka terhadap elemen yang sedang disiasat. Mengikut penemuan, terdapat perkaitan positif antara enam bahagian tiga soalan setiap satu dan tahap penerimaan dan kepuasan yang ditunjukkan oleh pengguna. Untuk memupuk tahap kepuasan dan penerimaan pengguna yang tinggi, jabatan sistem maklumat UTeM perlu menyiasat setiap komponen yang telah mempengaruhi kepuasan dan penerimaan pengguna secara signifikan untuk membina tahap kepuasan dan penerimaan pengguna yang tinggi. Ia juga dinasihatkan supaya siasatan menyeluruh dijalankan ke atas operasi banyak organisasi lain di Malaysia.

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LIST OF ABBREVIATIONS

List	Content
MIS	: Management Information System
IS	: Information System
TTF	: Task Technology Fit
SMP	: Sistem Maklumat Pelajar
SMSM	: Sistem Maklumat Sumber Manusia
GUG	: Good University Governance
UTeM	: Universiti Teknikal Malaysia Melaka
IT	: Information Technology

CHAPTER 1

BACKGROUND STUDY

1.0 INTRODUCTION

This chapter provides an explanation of the introduction to this research, which includes the background of the study, a problem statement, a research question, an objective for the research, the scope of the research, the significant of the research, and a summary to help a researcher complete the purpose of the study in implementation and usage of management information system for academic processes.

1.1 BACKGROUND OF STUDY

Universities are prime examples of organisations that used to manually collect, process, store, retrieve, manage, and report on data (Mukuru, Ssessaazi Alfred et al., 2017). Colleges, businesses, and other organisations have exerted significant effort in recent years to enhance their performance, effectiveness, and efficiency. Human capital and a management information system are the only means by which institutions can fully fulfil their obligation to be accountable MIS and provides decision-makers with the necessary data. This makes the data more useful, accurate, comprehensive, and current (Mukuru, Ssessaazi Alfred et al., 2017). When these kinds of decisions are executed effectively, they directly result in enhanced performance. Numerous businesses and schools utilise technology because it is a valuable tool for monitoring and enhancing the performance of organisations. According to (u. Hayati et al., 2021), "Good University Governance (GUG)" is the most effective way to manage a university and is intended to ensure that strategic goals are met. An organisation can achieve its GUG with the aid of its internal control system. This is because the purpose of the entire process is to instil confidence in the organization's capacity to achieve its objectives through effective and efficient actions (Kapoh et al.: 2017). Different levels of the Higher Education System's organisational structure require different types of information to perform their jobs and make the corresponding decisions. This is the case because the Higher Education System is organised hierarchically with various

authorities, committees, and departments (Muley & Joshi, 2020). All of these systems are predicated on the notion that essential data must be collected, represented, and displayed in a manner that meets the requirements of various users.

By reading past study, a researcher may have learnt that management information systems play an important part in the day-to-day operations of an organisation for the simple reason that each company has its own set of information system applications. These applications are prompted by a number of variables, including their compliance with the organization's mission and its development objectives. Consequently, this study will be predicated on the system usage of the management information system that integrates impact, influence, and difficulties. Due to the ever-increasing volume of data on students and university activities that must be analysed, higher education institutions are becoming increasingly cognizant of the need to be prepared with certain analytic skills. As a result, it is necessary to implement Information Systems that supply a wide range of data to students, professors, researchers, graduates, the community, and the administration and management of the institution, respectively.

The information system must be able to assess, analyse, and identify answers to a variety of problems, as well as track the results of both internal educational efforts and external acts on society (Guerrero & Sierra, 2018). In recent years, the conventional function of information systems in corporations has evolved to become more of a decision-making assistance than a simple store for historical data. This shift in emphasis has altered how these systems are seen and comprehended. According to (u. Hayati et al., 2021), in order to efficiently handle academic data, it must be processed on time and with a high degree of precision. The inclusion of information technology into the area of education is no longer viewed as a desired addition, but rather as a requirement that educational institutions, such as universities, must satisfy. Adopting information technology in this era of globalisation is required to fulfil the rising need for competitiveness, and its implementation provides several benefits. This is due to the fact that globalisation has raised the need to remain competitive.

According to (Mukuru, Ssessaazi Alfred et al., 2017), it is necessary to adopt the university's (MIS) in order to solve the problems of work manual activities,

uncertainty in correctness, timetable posting, registration, grading, recording and transmitting of marks, as well as monitoring and controlling staff performance and making documents. In certain instances, colleges and universities have been sluggish to adopt new technology due to their high cost and labor-intensive nature (Mukuru, Ssessaazi Alfred et al., 2017). This has raised doubts regarding the data's quality and its compatibility with data from expanding institutions, such as those with more faculty and students.

Now based on the researcher's initial review of related literature, it was found that no study has been conducted on the topic. In particular, this study explores the usage management information system among public university employees with the objective of identifying the factor, effectiveness, challenging that exist among employees in the public university. The researcher argues that there is a need to understand how knowledge and skill needed using the of information system at the workplace can assist managers and workers in analysing problems and the description of complex subjects and new system and services (Helal et al., 2021). However, there are still gaps in the literature, particularly in Malaysia, about interface and actual usage of information systems are a major reason for failure in implementing information systems and to know whether the existing management information system of the public universities has an adequate capacity for problem-solving and decision making.

Given the above discussion, the usage of information systems inside an organisation is done with the intention of enhancing both the efficacy and the efficiency of the organization. The amount to which the aim is accomplished is jointly determined by the capabilities of information systems as well as organisational features, work processes, people, and the development. This education data repository enables the collection, aggregation, analysis, and use of data and information within the education sector. As a result, every user gets the same software information system. A user can control their information within the workspace. Again, it is for this reason that the researcher attempts to analyse about influence on management information system among public university employees with the objective of identifying the factor influence, effect, challenging that exist among employees in the public university.

1.2 PROBLEM STATEMENT

The University uses this (IS) because it helps individual users to avoid having various interpretations of the same data. Data is saved in a centralised database. This enables for the avoidance of data duplication. Later, information is acquired, entered into a database, and maintained, with the earliest sources put primarily in university subdivisions. As a result of fewer logic errors, the circulation time of documents decreases. It is possible to effectively search for and eliminate errors. Rapid changes in information technology (IT) and the business environment have put universities' ability to plan adequate information systems strategies for their enterprises to the test (Mukuru, Ssessaazi Alfred et al., 2017). The rising user population at Malaysian Public Universities indicates a strong need for improvement in strategic information system planning. After all, the success of an information system may be related to how information system departments develop and maintain systems for their users, as well as how they manage user expectations. The odds of success will rise if we can better understand those expectations and how to measure and manage them. We can really assess if we have or have not succeeded in any single instance by using the service level measured, but we must constantly remember that the key to a good information system is understanding user perceptions and the elements that influence them. Many firms nowadays say that technology and (IT) decisions must be made with a thorough understanding of business and organisational strategy and direction.

Here, in this research, researchers will make an effort to identify the variables that might cause problems during the usage of information system, as well as the aspects that need to be taken into consideration.

1.3 RESEARCH QUESTION

The study focused on the user perceptions of higher education faculty staff. To achieve the objectives of the study, this research will provide an explanation as to why these assessment problems occur by addressing the following research questions:

1. What is the factor that influences the usage of management information system among UTeM employees?
2. How the effectiveness of the usage of management information system among UTeM employees?
3. What are the challenges of the usage of management information system among UTeM employees?

1.4 RESEARCH OBJECTIVE

The following are the research objectives that is researcher to achieve it:

1. To study the factor that influence the usage of management information system among UTeM employees.
2. To analyse the effectiveness of the usage of management information system among UTeM employees.
3. To examine the challenges of the usage of management information system among UTeM employees.

1.5 SCOPE OF STUDY

This research was carried out at Universiti Teknikal Malaysia Melaka (UTeM). UTeM was chosen because it is a technical university that requires lecturers and students to administer the university's information systems, such as SMP (Student Information System) and UTeM Portal, which cover a wide range of critical information and tasks. A total of 18 sets of questionnaires were issued to administration employees from various faculties, with only 5 respondents' responses qualifying for analysis. Administration employees are the primary users of the UTeM information system, which is why they were chosen as responders.

1.6 IMPORTANCE OF STUDY

This study has offered some information to help fix the difficulties raised. It is suggested that additional research be conducted to refine and improve the topic of this study. The researchers expect that the study will be undertaken to find other success variables across Malaysian universities in order to boost future investigations. Furthermore, this study did not focus solely on institutions, but also on future academics conducting similar studies on other organisations. The primary concern here is analysing user satisfaction and acceptability. Through this research, the university's current management information system will be looked at to see if it saves time, makes it easy to access information, helps people find the exact information they need to make decisions, and makes it easier for all university staff.

1.7 SUMMARY

This chapter provides an overview of the study, which focuses on the usage of information system in the modern workplace. Explain the problem statement regarding what, why, who, when, and where it pertains to the research topic. It also highlights the study the use of occupational digital technology nowadays was effective in boosting the efficiency of employees and increasing their productivity at work. The chapter also covers research questions, objectives, scope and relevance of the study, and research design and methods.

CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION

This chapter gives a full look at the previous research that has been done on the topic that this research is looking into. Also, the research distance found in past studies was explained in the section to make things clearer. In this chapter, the researcher will figure out how using past research will give the current study the information and details it needs. The first step in this investigation is to look at a wide range of books and academic journals that talk about management information systems research. Researchers looked at the results of another researcher's work to learn more about the topic they were looking into.

2.1 LITERATURE REVIEW

To achieve the purpose of this study, researchers conducted literature reviews using the explanatory method to identify relevant prior research. According to (Hallingberg et al., 2018), researchers should learn more about the relevant body of literature at every stage of the process. Therefore, locating useful material is not a straightforward activity that can be initiated at the outset of a research project using merely keyword searches. As a research effort and the study of existing literature progress, additional significant points of view may emerge at any time and pique the attention of the audience in the current content.

2.1.1 HIGHER EDUCATION (IS)

Information systems (IS) use a wide range of information technology (IT), such as computers, software, databases, communication systems, the Internet, mobile devices, and much more, to carry out different tasks, interact with and inform different people in different organisational (Enteria & Role, 2018). But what most important about information systems is how technology is used and put to use to make

information systems that meet the information needs and requirements of different users, such as individuals, groups, or organisations, in terms of specific goals and practises. With the help of information systems, colleges and universities can run more efficiently and save money. Higher education in Management Information Systems, when institutionalised and driven by a clear vision and strategic planning, can help policymakers manage an education system to get good results (Enteria & Role, 2018). Unfortunately, a lot of countries have put money into developing education management information systems, but many of these systems have not been made official, do not have a clear goal, and have not been used in strategic planning.

2.1.2 THE EVOLUTION OF INFORMATION SYSTEM

Information systems used by many organizations in the education field have mostly been about collecting basic information to contact students and teachers and keep track of what they are doing (Guerrero & Sierra, 2018). The saved information has not been checked, so it is often wrong, mixed up, repeated, and neither accurate nor complete (Guerrero & Sierra, 2018). The biggest problem with the systems we have now is that they don't give institutions all the information they need to make decisions. The analytical level is shown below. Information systems have changed over time as the way businesses run has changed. At the time, this was the case (Xu et al., 2019). Figure 1 shows, from an analytical point of view, how Information Systems have changed over time.

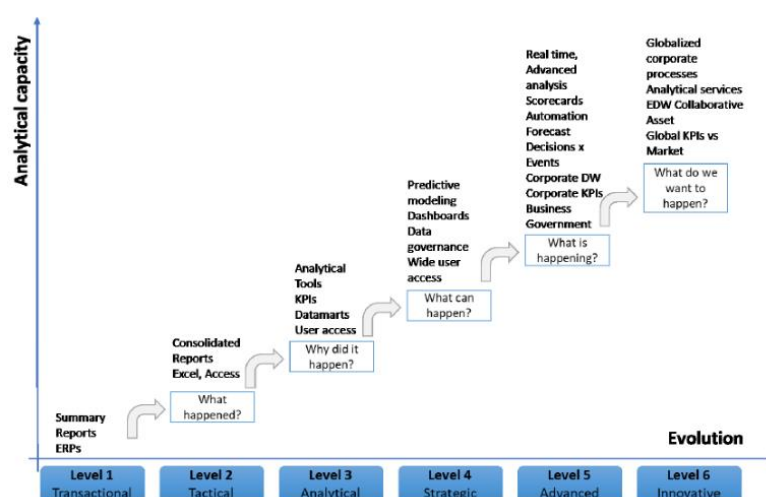


Figure 1: Evolution of Information Systems at the Analytical Level

Source: Research Gate

According to Guerrero and Sierra (2018), the traditional systems have primarily focused on Levels 1 and 2, known as the Transactional and Tactical Levels. This has typically been accompanied by poor management of IT processes, which creates an environment in which the strategic leadership levels do not appropriately importance of the Information System. Because of this, the institution is left without sufficient indications to evaluate the quality and productivity of its substantive operations. It is common to identify dependents of institutions that have more consolidated information than others; nevertheless, this does not allow for the development of inferences or the connection of indicators between one and the other that helps to perceive the institution as a whole where one choice might affect another dependency (Guerrero & Sierra, 2018). It has been shown that innovative models of higher education MIS need to be developed and implemented with adequate Information Systems that help strengthen Higher Education Institutions. These models must include the participation of not only students and teachers but also dependencies and the community. The system should make it possible to make decisions on time so that they can contribute to the evaluation as an ongoing and permanent process. This should involve the system gradually progressing through the levels of analytical, strategic, advanced, and innovative thinking, as shown in Figure 1.

According to (Gupta, Kumar, and Bhatnagar, 2016), cited by (Muley & Joshi, 2020), information systems play a significant role in virtually every industry, including education, finance, government, and health care, manufacturing, and enterprises of all sizes. (Y. Karfaa et al., 2015) cites (Muley & Joshi, 2020) to support their claim that the development of MIS at any institution of higher learning is essential for the current management of education systems. The development of MIS is not restricted to creating a data and information system; instead, developing a new system is the most significant aspect of this process. The use of information and communication technology (ICT) in educational settings is an unavoidable prerequisite that educational institutions of higher learning must carry out if they are serious about raising the standard of education in their institutions. Based on a survey of the relevant literature, it was discovered that most researchers had concentrated their attention on the use of information systems from a managerial point of view. This research is one of a kind due to how it was carried out to ascertain the general attitude of administration staff members towards information systems.

2.1.3 HIGHER EDUCATION MIS CHARACTERISTICS

According to Guerrero and Sierra (2018), a contemporary information system for higher education must include: The organization's objectives, strategies, and action plans for each academic and administrative department. The production of a dynamic report that may be utilised at all levels of the organisation to aid in decision-making. This report should include not only basic statistics, but also demographic, social, and family status, vulnerability, financial, and other data. Due to the creation and use of indicators as criteria for policy making, planning, and decision-making in Higher Education Institutions, the traditional methods of managing, monitoring, and regulating information have altered significantly. This shift has occurred because policymaking, planning, and decision-making are now guided by indicators. The standards for utilising the university management system are subject to modification, and the manner in which it must function is altering at an alarming rate. For instance, the university management system is designed for students who are pursuing various degrees and specialisations. There are distinct disparities between what graduates and PhD candidates must accomplish to graduate, and different sorts of graduates are required to engage in distinct activities in university (Yang et al., 2020). Therefore, the new education system must be able to adapt rapidly, establish and alter functional requirements rapidly, and go online and begin functioning immediately with no downtime (Yang et al., 2020). This is because, as the software and service life cycle progresses, the time between software and service revisions decreases.

Throughout the whole process of utilising the education management system, there will be many unexpected, large-scale events that occur simultaneously and involve many individuals (Yang et al., 2020). At the beginning of each semester, for instance, students must register and select their classes. After the end of each semester, a significant number of students submit their graduation applications. Therefore, the higher education management system in UTeM, researchers will evaluate the usage that must be dependable, scalable, and stable so that it can handle the same amount of work simultaneously.

2.1.4 TASK TECHNOLOGY FIT (TTF)

Numerous organisations spend a significant portion of their budget in IT with the expectation that it will enhance the performance of their staff. Organizations have utilised the TTF model to enhance and better explain how they use information technology to do business. The task-technology fit theory defines "fit" as the capability of an information provider to assist a job by matching the applicable technology's capabilities to the work's requirements. The responsibility of a system developer is to provide users with the tools they need to do their duties efficiently and effectively. Users that have a sufficient understanding of technology will utilise the tools that provide them the best possibility of completing a task as soon as feasible. For instance, the results of one study indicate that success appears to depend not just on how the material is presented but also on the task at hand. Klaus et al. (2003) said that the performance of decision-making is diminished when users are required to examine a bigger quantity of information. TTF is vital for developers because they must ensure that consumers have the necessary technologies to perform their work effectively.

The performance will be slowed down if there is a mismatch between the work that needs to be accomplished and the technology that is accessible. Therefore, the fit is an interaction; to estimate fit with any degree of certainty, one must first have a solid understanding of both the technology and the goal. In addition to this, it is impacted by other variables, such as the level of difficulty at which the work is performed. According to Goodhue's research from 1995, higher performance may be attributed to compatibility between systems, tasks, and individual traits. From the explanation above, researcher choose TTF theory because the compatibility between the tasks at hand and the technology at hand affects the user's level of performance. Incorporating a person's unique capabilities and drive extends this paradigm that is frequently found in various literature. The individual's history can also impact how well tasks and technologies fit together and how effectively information systems are utilised.

2.1.5 THE INFLUENCES USE OF INFORMATION SYSTEM

Before a new system can be implemented, users often need time to become accustomed to it. During this period, configuring how the technology functions and how it is utilised. As users explore with the new system to discover new ways to utilise it, they gain confidence in it, which increases the likelihood that it will be integrated into their work routines (Hadi Karimikia et al., 2020). Continually, specialists in information systems impart their knowledge and abilities to their teammates. This is especially crucial when new systems make their tasks more difficult or when employees struggle to use new technology.

COLLECTING DATA

The responsibility of management information systems is to collect and compile data from within and outside a company. These data are gathered, assembled, and stored in data warehouses, which are then linked through a network to enable analytics (Washington State University, 2018). According to (Britannica, 2022), a database is a collection of interconnected data organised so that individual records or groupings of information may be retrieved to satisfy a variety of needs. Employee information and product catalogues are two examples of regularly utilised databases. An organization's administrative and operational duties can both profit from and be supported by databases. The old data acquired over time and saved in data warehouses may be mined for information that can be utilised to generate and advertise new products, improve service for existing customers, or make contact with potential new consumers.

For example: Transaction processing system (TPS) is a system that may be found at the base of the pyramid representing information systems. (TPS) is utilised to collect, arrange, and store the data transactions of the business, as well as make it available by the many information systems that are present inside the organization. (TPS) It gives all of the organisation's other systems the information they need to function correctly, Compiles the information obtained from both the internal and external sources. It is utilised by both the operational staff and the supervisory levels.

FILTERING DATA

According to (Chris, 2018), data filtering is the process of picking a more manageable subset of a data set and then applying that subset for analysis. When filtering is conducted, the whole data set is kept, but only a subset is utilised in the computation. When filtering, users must select a logic to follow when deciding which conditions to include in the analysis. One of the aims of data filtering is the elimination of observations that are likely to contain errors or are unfavourable for analysis. For example, the user may choose to eliminate respondents who did not complete the survey, respondents who hurried through the survey and selected replies without paying attention to what was being asked, or situations in which input data was manually submitted with errors. For instance, an enterprise information system (EIS) is a system used to simplify the flow of information from both internal and external sources by filtering the environment (Falih Hasan, 2018). The system can provide access to internal and external information in an efficient manner. The technology facilitates access to a data warehousing system including both past and current data.

PROCESSING DATA

According to (DelGado, 2018), if an organisation wants to run a successful business, it must invest in high-quality information systems that ease the processing of financial and operational data and statistics. Due to erroneous and misleading information, the processes of several firms have slowed. Priority number one for every organisation should be to increase production while simultaneously reducing the amount of human errors. To achieve such objectives, a company will need a specialised information system. A well-designed information system makes it easier to search for information by categorising data by date and time. There is a comprehensive database that is accessible at all times. For instance, an enterprise resource planning (ERP) system provides several firms with a good opportunity to simultaneously improve their operational methods and modernise their software. ERPs may be tailored to fit the specific needs of every business or organisation. (ERP) systems enable organizations to customise their processes, making them beneficial for enterprises that prefer to continue utilising the same methods or create new ones.

DISTRIBUTING DATA

An (IS) consists of linked components that work to achieve a goal by collecting, processing, storing, and distributing data, as well as providing a feedback mechanism. The feedback mechanism aids businesses in achieving their goals by increasing profitability, raising the quality of service offered to visitors, and facilitating organisational decision-making and control. For example: Decision support systems (DSS) help people make decisions about problems that come up quickly and for which there are no fully set solutions (Zemmouchi-Ghomari, 2021). Frequently, the top management is accountable for making vital company choices. Since information is now available at all levels of an organisation due to information technology, individuals who were previously just responsible for day-to-day operations are now also accountable for their decisions. Consequently, decisions are made at each level of the organisation. Even if some of these decisions are regular, normal, and frequent, the advantages of altering any one of them may be minor.

2.1.6 THE EFFECT USE OF INFORMATION SYSTEM

Data collection and information processing are the primary functions of information systems (IS), which consist of software, and human beings. During data gathering, procedures are utilised to accomplish these aims. In this approach, IS processes separate data and information into discrete entities. The final product is data, which is the result of processing the information (Hadi Karimikia et al., 2020). Given the foregoing, consider the following reasons why data should be transformed into information: This aspect is considered the most crucial because of the role it plays in decision making; helps make better structural designs; lessens the risks faced by organisations, and maintains a constant level of expertise. For this reason, researcher ought to employ one approach to examining the circumstances, outcomes, and constituents of a system is represented by the S.W.O.T. analysis. It analyses the system's approach to the open and displays all of its efficacy in light of opportunities, threats, strengths, and weaknesses.

STRENGTH OF MANAGEMENT INFORMATION SYSTEM

Numerous variables contribute to an organization's growth. These include a solid reputation, a huge user base, solid finances, innovative technology, and much more. Information systems should be created such that they are easily understood by all users, that it is simple to convey information, that it can be relied upon, and that it can be shown after being processed in incredibly short amounts of time. One of the strengths of (MIS) is the ability to give data quickly and make it available, as stated by (Tmea Gebei & Vincze, 2020). However, this can only take place if everything is going well, and the data is loaded correctly. Preparing reports in the database system for the management information system (MIS) to be able to serve specific and ad hoc requests requires staff with the appropriate skills who are knowledgeable in (MIS) and source systems and who are able to recognise and implement connections in massive amounts of data sets.

WEAKNESS OF MANAGEMENT INFORMATION SYSTEM

An information system and suitable documentation are required for an organisation to successfully perform its day-to-day activities. Documentation is the result of environmental forces, the organisations it regulates, and information exchange. According to (Tmea Gebei & Vincze, 2020) study the most fundamental weaknesses of a MIS is security and privacy, because database systems and reports generated from them are only as solid and dependable as the data in the source systems from which they are drawn. Many different people utilise source systems to capture data in various ways. This makes it difficult for the MIS Centre to identify and resolve security and privacy issues. Another barrier to overcome is the system's intrinsic complexity. This has resulted in a substantial reliance on IT service providers. Reports' inflexibility is usually caused by the intricacy of an unknown problem, as it is more difficult to respond to changes in circumstances when an issue is more sophisticated (Tmea Gebei & Vincze, 2020). The delayed flow of information is also due to the fact that changes to the source system must be communicated to database system operators in order for (MIS) settings to be modified.