

**ASSESSMENT OF THE IMPORTANCE OF MANAGEMENT INFORMATION SYSTEM IN DECISION MAKING IN
THE PUBLIC SECTOR.**

**A CASE STUDY OF FEDERAL CAPITAL DEVELOPMENT AUTHORITY
(F.C.D.A)**

ABUJA

BY

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(PGDM 05/0291)

FEBRUARY, 2008

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**BEING A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF
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APPROVAL PAGE

This is to certify that this project has been carefully read and approved by the Department of Management and Information Technology, Federal University of Technology, Yola.

The work is an effective fulfillment of an essential of requirement for the award of Postgraduate Diploma (PGDM) in Management by the Institution.

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CHAPTER ONE

1.0 INTRODUCTION

Information is vital and necessary for the survival of any society, establishment and system irrespective of the level of its development. It is required to set and modify the goals and aspiration of the people, society, establishment and system. It seems to balance or restructure their operations, obligations, responsibilities, the rights and privileges of people there in and also set their short and long term plans.

In a typical establishment system, information is required to design or modify its general and specific organization structure determine its hierarchical level of leadership, division of labour amongst the workers, and regulations governing its operations and interrelationships with other establishment or system within and outside its environment. Even in a non-formal establishment or system information is still needed to survival as it would be necessary to know what is happening in the neighborhood.

According to Federal Financial Institutions Examinations councils handbook, a management information system is a that provides the information system necessary to late an organization effectively. Management information system and the information it generates are generally considered essential components of prudent and reasonable business decision.

Management information system comprises, of many subsystems and is influenced by the organizations structure activities, risk profile and technological capacities. Management uses management information system to recognize, monitor, limit and manage risk in an institution. Management process is a set of interdependence activities by management of an organization to carry out their functions, which includes planning, organization, staffing, leading and controlling. Management process is the defining entity goals and implementing activities to attain those goals by efficient use of human material and capital resources. In order to achieve the objective of the organization, management must have a good grasp of two fundamental business orientations.

- i. Goal orientation
- ii. People orientation

In a simple term, decision making is an activity in which the decision maker a choice among alternatives based on certain criteria, that is that maximizes, objectives functions such as revenue, profit utilities etc. or minimize cost, and is therefore most - likely to achieve the most satisfactory results. In this project, the writer presents a covenant and adequately comprehensive aspect of the application of management information system in decision making in the in the public sector (F. C. D. A).

1.1 GENERAL BACKGROUND OF FEDERAL CAPITAL DEVELOPMENT AUTHORITY (FCDA)

The Federal Capital Development Authority (FCDA) was created by decree No. 6 of 1976 under section 4 of the Decree of the following function/power are bestowed on the Authority:

- a. The choice of site for the location of the capital city within capital territory.
- b. The preparation of master plan for the capital city and of land use with respect to town and country planning within the rest of the capital territory.
- c. The provision for municipal service within the capital territory.
- d. The establishment of infrastructural service in accordance with master plan referred to above.
- e. The coordination of the activities of all ministries, Departments and Agencies of the government of the federation within capital Territory.

Subject to other provision of this Decree, the authority shall have power to do anything which in its opinion is calculated to facilitate the carrying on its activities including its generality of the foregoing powers.

- a. To sue and be sued in its corporate name.
- b. To hold unmovable and immovable properties
- c. To construct and maintain such as roads, railways, bridges, Reservoirs, water works and such other works conducive to the discharge of its functions under the Decree.
- d. To purchase or otherwise acquire or take over any asset, business right, contracts, obligations and liabilities of any person or body in furtherance of its activities.
- e. To train managerial and technical, staff for the purpose of discharge of functions conferred on it or in pursuance of this decree.

1.2 STATEMENT OF RESEARCH PROBLEM

The Federal Capital Development Authority (FCDA) has been characterized with the following administrative' problem in line with decision making process.

- a) Poor Performance
- b) Illegal issuance of certificate of ownership
- c) Lateness to work
- d) Lack of commitment to work
- e) Lack of accommodation and inadequate health care services.
- f) Abandoned project in some Area Councils

This research project intends to identify these problems with a view to finding possible solutions, which may particularly enhance better decision banking process.

1.3 OBJECTIVE OF THE STUDY

The study aims to provide an insight into what management information system is all about decision making process and models of decision making. A Knowledge of what information is needed on a regular basis for decision making purposes how it is sought and used.

Looking into the public sector to arguments about the scope of government activities and public enterprises pose particular managerial problem even when compared to the public sectors, most noticeably the control of and accountability of government organization aiming to make money.

1.4 RESEARCH QUESTIONS

- I. How can planning lead to good decision .making?
- II. What can the management do to motivate their staff?
- III. How can poor management affect decision making?
- IV. How can FCDA improve its management information system?
- V. What action should be taken by FCDA to ensure efficient and Effective service to public?

1.5 RESEARCH HYPOTHESIS

Hypothesis has been defined as a statement of assumption made with or without evidence of facts to support. This is a tentative statement about relationship, the validity of which needs to be tested by means of logical testing as well as analysis of data and information subsequently accepted or rejected.

In the cause of the research, the writers have the following hypothesis to be researched and will also serve as a guide towards the realization of the aim of the study.

Ho- Null Hypothesis- A comparison of practical application and theoretical approaches of management Information System in decision making.

H₁: alternative Hypothesis - Management Information System assist in effective and efficient decision making.

1.6 SIGNIFICANCE OF THE STUDY

The study will enlighten management of the Federal Capital development Authority and other government parastatals of the importance and benefits of efficient and effective application of management Information System in decision making in public sector.

The project work will also help prospective researchers who may wish to choose this topic in future research. It will therefore, serve as an aid and guide to the application of Management information system in decision making in the public sector.

1.7 Scope OF STUDY

This study will be carried out in Abuja on the Federal Capital development Authority (FCDA) Abuja. The study is strictly restricted to the application of Management Information system which is very important and highly efficient part of data processing system. The efficiency will *affect* the success of the organization and it covers the following areas:

- I. Management Information System (MIS)
- II. Elements of Management Information System
- III. Overview of Information System
- IV. Computer Based Information System (CBIS)
- V. Decision Making Technique
- VI. Decision Making Types

VII. Information Generation Strategies

1.8 Limitation OF STUDY

To conduct a research is not an easy task. The researcher has to encounter on one problem or another. The researcher faces. problem in the course of carrying out the exercise. Among the problems, these are some major ones:

Money: The cost for carrying out a project is not a small amount. as a student I cannot afford more money and so the study narrowed down .

Time: Project is a very important aspect of academic programme. But stick researcher had to store the limited time available to meet some other equally important academic works. The period for the project. Coupled with other normal academic exercise is not enough for study of this type. The best use of the available time was however made by the researcher.

CHAPTER TWO

2.1 INTRODUCTION

In this research, the writer draws ideas from other works earlier done and built upon researches carries out, it is therefore highly Important that more substantial research be done or carried out in the area of the study to establish the researcher's wide knowledge or the subject matter.

2.2 ORGANIZATIONAL STRUCTURE OF FCDA

The Board of the authority has a permanent chairman and eight members; other are standing committees of the Authority which includes;

- Establishment committee
- Tender committee
- Consultancy committee
- Resettlement committee
- Implementation committee

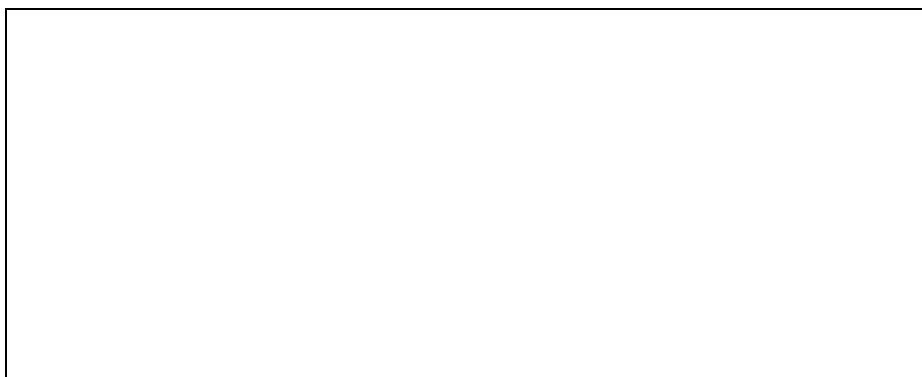
An executive secretary was formerly the Administrative head of the Authority but due to some changes the Administrative at present is the Honourable Minister. The Minister is deputized by the Director General in any decision making the Honorable Minister Chairs the affairs of the Federal Capital Authority. (FCDA)

The Director General in turn runs the affairs through the Director heading the various departments. About ten (10) Department headed by directors includes;

Directorate of the Department of Finance and Economic development
Directorate of the Department of Personnel Management.

- Directorate of the Department of Education .
- Directorate of the Department of Public Works.
- Directorate of the Department of Health Services.
- Directorate of the Department of Engineering Services.
- Directorate of the Department of Planning Survey.
- Directorate of the Department of Maintenance
- Directorate of the Department of Local Government.
- Deputy Director (Internal Audit) reporting directly to Chief Executive, and the Honourable Minister

From the foregoing, it would be realized that the management of the Federal Capital Development Authority (FCDA) the ministry for Federal Capital Territory (MFCT) and four Area councils.



2.3 MANAGEMENT PROCEDURE QF FCDA

Good management process through identifying goods and services objectives and desire of any organized public sector as the Federal Capital Development (FCDA).

The new management paradigms for governance in the 21st century in "E-Government" originally conceived as "electronic" government "E-Government". E-Government is about providing improved public services and programmes to the citizenry through a national leadership that delivers different and better programmes and services to the public. To achieve that it has set guidelines in the following:

1. Knowledge Based medical system. This system (also known as expert system or decision support system) provide expert advice and guidance on medico-Scientific issues. For example, given a patient's coordinate and symptoms it could provide diagnostic support, suggest additional test or propose a treatment.

The FCT will have a comprehensive management information system for health sector. The FCT hospital management information system will be used for administrative management of hospital care to patients from admission to discharge/transfer. It also includes a multitude of intelligent staff friendly interface.

2. FCT e-education aims is foster a new generation of men and women that use information and communication technologies to leverage the development of Nigerian education at FCT will be enhanced by the

following:

- a) Promoting and supporting collaboration among teachers and researcher.
- b) Provision of equitable remote access to resource in support of both distance education and the strength of local educational capacity.
- c) Extending the reach of- educational facilities in informal learning especially at community level.

3. Recruitment

Recruitment means the process of getting the right person with the right qualification and experience to fill in the right position at the right time. The Federal capital Development Authority has been following this process by setting criteria and positions within its various departments.

These include advertisement of vacancies receipt of application, short listing of candidates" invitation for interview and finally selection process usually by a committee assigned with the responsibility to recruit those consider competent. Such new appointments - normally attract two years probation before confirmation.

4. Staff promotion

One of the major ways of encouragement efficiency and motivating the Federal Capital Territory (FCDA) staff to good performance is through

promotion prior to promotion exercise, the confidential report and satisfactory record of service and good conduct shall be required from the Head of Department of the recommended staff consideration for subsequent promotion.

2.0

2.4 DECISION MAKING PROCESS

In the age of computer/ it is sometimes thought that machines not make or can make" decisions. This belief is erroneous, even the most sophisticated. computer is skill programmed by Human being/ therefore manager/executives must select appropriate decision making style for each decision making.

Before any good decision is made/ the knowledge/ objectives and policies are needed where. a decision maker serve as a arises manager, systems director and planners and resources allocation. These important roles are performed better with the establishment an information system (IS) for acquisition, storage, retrieval and dissemination of easy utilization by the intended audience department, and unit section etc. in simple terms, information system can be considered to be set of defined procedures for collecting, sorting, "processing and disseminating relevant information necessary to support and enhance its operations, decision making and control of a system or establishment.

Secondly, it has to consist of the following steps:

- a) Identify and define the problem to be solved.
- b) Solicit information from subordinate and other sources.
- c) Obtaining ideas and suggestions towards finding alternative solutions.
- d) Analyze and compare these alternatives solutions.
Select the plans to be effected noting relevant factors.
- e) Makes decision and put it into action. There the issue to consider is, who makes decision in an organization and what are the criteria in delegating some decision to subordinate.

RULES GUIDING DECISION MAKING

Under that rules and guiding decision making as affects federal capital Development Authority (FCDPA) the following steps are involved

Step 1: Manager differ objective in their perceive 'results in a Better and guilder solution.

A decision is said to be complex when the solution refuses to come on time. Decision involves the future choice and removing doubt. nevertheless, decisions are required to solve problems so decision must be made to deal with problems of an organization.

Step II: The next call for alternative solution to the problem once the managers identify what the problem is, the next step in decision making process is to develop ways of solving it. alternative are possible courses of action as only few among the many alternative are chosen.

In practice decision making in both profit seeking and non- Profit

organization are meant to achieve two broad based goods (to increase revenue and reduce cost).

Step III: Once the alternatives are identified the next step is to collect relevant data, information through various sources:

Some of these information may be the rules, procedures, policy decision-available, feasibility studies etc. some decision are relatively easy to make due to existence of standard policies, procedures or rules. For instance, where staff of an organization embezzled money, decision making will be simple due to existing rules (by financial regulation).

STEP IV: Another crucial step is the need to consider all; constraint and an evaluation of each alternative solution. This includes the impact of decision and the possible reaction of the people or those that may be affected.

STEP V: The last step In decision making is the most difficult one in the process..

Here they select an alternative from those proposed. In weighing the alternative managers should take into account both positive and negative impact of the decision in conjunction to the human and political consideration whether the reaction will be considered unpopular to some degree so to arrive at the best decision, managers should strictly adhere to these rules.

2.5 SITUATION OF DECISION MAKING

Decision making is an integral part of management and occurs in every function and at all levels. Nationally the types of decision taken vary enormously but all decision makers have to go through similar process. All of them must decide by some means to 'choose the outcome or outcomes which are considered necessary or desirable to them and to do so after some form of appraisal of the situation.

H. A. Simon, a leading authority on management decision making, considers that decision making comprises four principal phases. Finding occasions for making decisions, finding possible causes of actions and evaluation past choices using Simon's terminology.

Phase 1 INTELLIGENCE: - Searching the environment for conditions call for decisions;

Phase 2 DESIGN: - Inventing, development and analyzing possible causes of actions. This involves processes to understand the problem, to generate solutions and the testing of solutions for feasibility.

Phase 3 CHOICE: - Selecting an alternative or course of action those available.

A choice is made and implemented.

Phase 4 REVIEW: - Assessing past choices It is important to realize that although there is a general flow from intelligence to design to choice to review at anytime there could be a turn to an earlier phase. For example, a decision maker in the choice phase who finds no suitable alternative

among' those currently available would return to design phase to develop more alternatives. Decision making is an interactive process and although it is useful to separate out the various phases in order to discuss them. Very far decisions are taken in this neat, logical sequence. There is feedback, interrelationship between decisions.

There is fair intuition, judgment and creativity.

Decision making is based on information, information is the trigger to knowing, there is a problem, information is needed to explore and choose between the alternative solution and information is needed to review the effects the implementation choice.

CHAPTER THREE

3.1 RESEARCH DESIGN

There are some methods there enable a researcher in obtaining facts information and checking the reliability of the information. these methods differ from laboratory and field experiment to survey studies and formal theories to generate law and theories which have stood the test of time. Runkel and Mc Garth (1972) has provided a very useful framework to analyzing research strategies. Each of the strategies will be discussed below:

A. RESEARCH STRATEGIES (METHODS) IN NATURE SETTING

- i. *Sample Survey*. - In this approach, the researcher goes out to meet the respondent (usually selected by a sampling process, random non-random) that he believes has (or can give) the information he wants. The research believes that the date being collection will not influence the outcome. (Usually generated by confidentially or anonymity). This is the most popular research method
- ii. *Field Studies*. - This involves a systematic observation of phenomenon within real world system (Runkel and McGrath p. 82) case studies using especially participants observation are examples In particular observations the researcher posses as a member of the group without their knowing.

B. Research Strategies In Contrived Setting' (Experimental method)

- iii. *Field Experiment*: - In this approach, the fields serves as a

laboratory but unlike in field studies, the context is manipulated so as to observe the behavior of the respondents under different settings. In the series of the now famous experiments held between 1924 and 1932 in Hawthorn, works of the western Electric Company in Cicero Illinois near Chicago, the aim was to test the effect of light.

iv. *Experimental Simulation:* - Where one does not have full knowledge the characteristics of the context of the phenomena being studies, different settings can be stimulated. For example, in landing a man on the moon, the researcher has to experimentally stimulate the condition on the moon so as to know how to prepare the astronaut for the journey.

v. *Survey Research Methods.* - Survey research studies both large and small population by selecting and studying samples chosen from the population to discover the relative incidence distribution and interruption of social and psychological variables.

Survey research is oriented towards the determination of the state of conservative factors. Surveys are particularly versatile and practical, especially for the administration that they identify present conditions and 'point out present needs. However, they do not make the decision for the administrator, but they can provide.

Information on sound decision.

Surveys do more than merely uncover data, they interpret synthesize and integrate' those data into implications and interrelationship, facts. Finding aspects of the survey are occasionally semi- clerical by native.

There is simply opportunity for the investigator to display ingenuity and

scholarliness in his interpretation of the data and in his understanding of their strength and weakness, their interrelationship, their apparent antecedents and especially their implication This research method is more realistic in that it investigates phenomena in their natural settings.

3.2 POPULATION OF THE STUDY

The population of the study intends to identify the field that the research was conducted upon and the restricted areas that vital information were collected from by the researcher for his work.

As such, Federal Capital Development Authority (FCDA) is the case study in which all information regarding the importance of management information system in decision making in the public sector.

It was the Head of Department (with the assistance of the department staffs) and other departmental Head that provided all information via personal interview and documentation.

Department	Yes	No	Total
Finance	15	3	18
Administrative	17	0	17
Total	32	3	35

Source: field survey 2007

SAMPLE TECHNIQUE

An area or cluster sampling technique was used in order to get Information needed (through the use of personal interview and documentation provided by the FCDA) from the Administrative Department and Finance

Department of the organization which will Then be analyzed and processed so as to group and classify them into meaning data for the purpose of efficiency.

3.3 METHODS OF DATA COLLECTION

In conducting research work, data are gathered from various avenues so as to make research finding very reliable. As such both primary and secondary sources of data were made of:

1. Primary source of data

The primary source of data are accessed through the use of personal; interview and questionnaire are similar in nature and purpose. Most commonly, the two methods do supplement or complement each other depending on the nature of assignment at hand

2. Secondary source of data

A great deal of data was collected from the secondary those obtained from the primary sources. The source includes, available textbooks, documentation of the organization, journals under study. However, this source of data must be used with the caution as it may contain errors and fake statements.

Instrument of research are also referred to as data collection instruments they are also called as they assist in collecting, measuring and gathering the data that is essential for successful research.

3.31 PERSONAL OBSERVATION AND EXPERIENCE

Under direct observation, the researcher makes use of what he sees, he records all relevant observed situation or events and analyses them to arrive at a result. This is very effective when the researcher is capable of observing events objectively without bias or make prejudice.

I personally observed that almost all the activities of the federal *Capital Development Authority* (FCDA) for sometime and some of the parastatals have some experience to the subject matter. I should some staff as regards to the way they attend to public, time of reporting to work and closing.

The method enables one to ascertain the truth of the information already collected like, it helped in assessing the quality, efficiency and speed of service rendered to the public.

ADVANTAGES OF PERSONAL OBSERVATION-

One of the personal observations of personal observation is that it makes conditions on what is observed.

DISADVANTAGES OF PERSONAL OBSERVATION

one of the major disadvantages of this method is that, it is the most favorable, time consuming and money as at annual of staff to work and journey to places in Abuja to see such projects completed and abandoned.

3.4 METHOD OF DATA ANALYSIS

This section provides the basis or method that will be used in the analysis of data gathered in the next. It is vital that this section is

thoroughly understood as it contains the format and guideline that were followed in the analysis of the data In the next chapter (chapter four).

i. The Primary Source Data

The data gathered from the use, interview and personal observation and other find which form the primary source of information or data from the organization were theoretically explained and observed

ii. Secondary Source Data

Secondary source data obtained indirectly from source via middlemen there is great disadvantage of inaccuracy using the method due to much likelihood of distortion ..

These sources of data are:

a) Documentation Sources

When the documentary are inform of records or report written by people other than those who are originally involved, they become secondary data.

b). Indirect observation

The researcher may confer responsibility of observation of the data after instructing them on details equipped. The researcher may also secure data from others who have made observation of the phenomena to the studies in the past. In this case indirect observation. of the phenomena to be studies in the past comes from documents or interviews.

It is worth mentioning here that -data sources themselves are method of

data collection.

3.5 JUSTIFICATION OF METHODS USED

The researcher used personal observation, personal interview and experience . and documentation. The researcher decided to make use of these methods because from the project topic, it has to do with management information systems and the attitude of worker in decision making in the public sector.

This method focuses with direct relationship to which better data facts relevant to the project is tapped.

Personal observation gives you the insight of the products and services of the organizations.

Personal interview and experience gives you the' opportunity to set first class information that is, from the source.

Documentation gives you the outline principles and procedures of carrying its functions.

The researcher did not make use of questionnaires because of the lukewarm attitude of staff in the public sector and an honest answer will not be given/detailed account for each question because it's an answer of Yes or No.

CHAPTER FOUR

4.0 INTRODUCTION

In the first two chapters, the writer tried to write the general overview of

management information system (MIS) which the researcher explicitly explained that management information system is a system of providing and communicating information which will enable managers and administrators in an organization to perform roles properly.

The write in an attempt to analyze the data collected has engaged himself in personal interview and personal observations about the administrative and finance department of the organization i.e. Federal Capital Development Authority (FCDA) Abuja.

4.1 HISTORICAL BACKGROUND OF FCDA

The Federal Capital Development Authority (FCDA) was established by Decree No. 6 of 1976. The decree charged the FCDA with the responsibilities of planning, designing and development the FCT. The decree went ahead to vest the ownership, control and government of the territory in the hands of the Government.

In 1977, the Federal Capital Development Authority (FCDA) Commissioned International Planning Associates to produce a master plan for the new Federal Capital City and its regional grid. By February 1979, the master plan was ready. Its major focus was the selection of city site and the provision of general infrastructural facilities for the territory. The master plan divides the city into sector. Each sector is divided into districts. The sectors are fashioned in such a way that each sector should accommodate a population between 100,000 to 250,000 each.

The development of the city is four phases. Phase one of the city consist of

the Central Business District, the three arms zone comprising of the offices of the Presidency, national Assembly and the Judiciary, Maitama, Wuse I, Wuse II, Garki I & II and Asokoro District while Phase III consist of Katampe, Mabusini, Utako, Wuye, Duruni, Gudu, Jahi, Kado, Jabi, Dakibiyu Kaura, Duboyi Gaduwa, Dutse and Kukwaba National Park.

The initial pre-occupation of the Federal Capital Development Authority and Ministry of Federal Capital Territory was to provide planning and city infrastructural services and facilities. The ministries is both the head of the Federal Capital Development authority and the Ministry of Federal Capital Territory. By virtue of government Notice No. 1205 Official Gazette No. 55 vol. 66 of 979 titled "Assignment of Responsibilities to ministers," the following functions were assigned to the Minister (administration) of the Federal Capital Territory:

- i. Planning and development of the Federal Capital Territory.
- ii. Control of development within the Federal Capital
- iii. Territory.
- iv. Arrangement for the provision of Social Services.
- v. Administration of the Federal Capital Territory.
- vi. Allocation of urban and rural land in the Federal Capital Territory and
- vii. Relations with Federal Capital Development Authority

4.2 TESTING OF HYPOTHESIS AND INTERPRETATION

For the testing of hypothesis and interpretation of data sample is selected at a random in each department and the table

below shows the responses for the testing of hypothesis and interpretation.

Department	Responses Yes		Total
Administration	15	3	18
	17	0	17
	32	3	35

Using the formula

$$Fe = \frac{r \times c}{n}$$

We can calculate the expected frequencies for all

here Fe = Expected frequency

R = Row total

C = column total

N = Total

Therefore, the expected frequency is follows:

ADMINISTRATIVE Department

$$Fe = \frac{18 \times 32}{35} = \frac{576}{35} = 16.50$$

$$35 \quad 35$$

$$Fe = \frac{18 \times 32}{35} = \frac{54}{35} = 1.54$$

$$35 \quad 35$$

FINANCE Department

$$Fe = \frac{17 \times 32}{35} = \frac{544}{35} = 15.5$$

$$35 \quad 35$$

$$F_e = \frac{17 \times 32}{35} = 1.46$$

35 35

Table of chi- square (X^2)

F	FE	F-FE	(F-FE)²	F-FE)²/FE
15	16.50	-1.50	2.25	0.136
3	1.54	1.46	.13	1.38
17	15.54	1.46	2.13	1.38
0	1.6	-1.46	1.13	1.38
				$X^2 = 4.276$

To obtain the Chi-square values from the table, we first find the degree of freedom (v) and the formula is:

$V = (r - 1) (c - 1)$ where

R= Row total

C= column total

Hence, $V = (3 - 1) (2 - 1) = 2$

Using a 55 level of significance, the X^2 table value can be found. From the table for 2 tailed test with a significance level 5% (0.05) and 2 degree of freedom, we read a value of 5.99.

Our value of 4.276 is less than 5.99 therefore the result is not significant. We can accept the null hypothesis.

DECISION Rule

The rule states that if the calculate X^2 value is greater than the table X^2 reject the null hypothesis H_0 and accept the alternative hypothesis H_1 otherwise, accept the null hypothesis H_0 and reject the alternative hypothesis H_1

INTERPRETATION

In the early chapter of this research work, the writer has two **Hypotheses** to be tested; that is, Null Hypothesis H_0 that the organization, Federal Capital Development Authority (FCDA) Abuja is applying management information system techniques in its operations and alternative hypothesis H_1 that the organization is not applying management information system techniques in its operations.

Based on the decision rule, it is obvious from the calculation of the chi-square (X^2) of 5.99 obtained from the table 'that Federal Capital Development, Authority is applying management information system technique in its operations. Therefore Null hypothesis is accept and alternative hypothesis is reject.

4.3 ANALYSIS OF PERSON INTERVIEW

The writer had the opportunity of conducting interview with some of the staff of the organization. During the course of this interview, questions were asked as regards to the application of management information system in the organization and relevant answers were given.

Also, the writer asked of their aim, which he was told that, their primary aim is not mainly profit making. But for the well being of their, citizens.

Finally, some of the questions asked by the researcher includes:

- a. In what ways (if any) has the employment of information system helped your organization towards achieving the set goals.
- b. Do you feel or think the application of management . information system technique is satisfactory?
- c. Do you think that the organization must use computer?

4.4 ANALYSIS OF DOCUMENTATION

In addition to the' earlier discussed method, the writer spent a lot of time reading some of the important journals and documentation of the organization that assist him to complete the research.

Finally other sources of information were also consulted in course of the work. That is, like textbooks, where the opinion me knowledgeable persons were sought and included.

At the end, all facts expressed on the basis are based on information collection and analyzed.

4.5 PRESENTATION OF ANALYZED DATA

In the course of the interview, the questions were made simple so that the respondents do not get discourage and "the answers were either Yes or No and with little explanation .

Interview was carried out in two types that are Administrative department and finance Department. The questions asked were:

•

A. Administrative Department

Question 1, Does the organization use computer?

Question 2, is the organization control, the Information system?

B. Finance Department

Question 1, Do the department use staff payroll?

Question 2, Do the department makes use of payment voucher?

The responses were quit positive with the "modern adopting of computer age. The other fact gotten was from documentation and observation. From sample size determination of 3S personnel been interviewed only 32 had positive response to the above questions.

ANALYSIS OF RESPONSES

A. administrative department analysis

Q1. Does the organization use computer

Yes	15	80%
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No	3	20%
Total	18	100%

Based on the above information, the organization uses computer in their operations

Q2 is the organization control, the information system

Yes	15	80%
No	3	20%
Total	18	100%

Based on the information above, the organization used computer in their operation alongside with other control of information,

C. Finance Department Analysis

Q1. Does the department use their payroll?

Yes	12	100%
No	0	0%
Total	12	100%

From the information above, the organization apply the use of staff payroll.

Q2. Do the departments make use of payroll voucher?

Yes	11	100%
No	0	0%
Total	11	100%

Based on the information above, the organization allows all the departments to use information and document.

4.6 PROBLEMS ASSOCIATED WITH FEDERAL CAPITAL DEVELOPMENT AUTHORITY (FCDA)

The federal Capital Development Authority (FCDA) is a new birth in nature of administration and therefore, certainly facing a lot of problem in management decision making. The element, function of decision making are left to suffer, hence some objective not achieved. Some arms or functionaries of government has received little or inadequate attention such education health, housing, transportation etc.

The Federal Capital Development Authority (FCDA) has no board as such, all decision are carried out by the Director General.

The linkage between the Chief Executive(s) and the Director (s) in more concern with their national issues like receiving of foreign Ambassadors, preparation for hosting of ECOWAS Summit meeting and resettling of Ministries Parastatals and other government agencies from Lagos .

The problems can better be discussed in the following break down:

HOUSING/ABANDONED PROJECTS

There is lack of proper procedures guiding the allocation of government quarter A

even if a staff is entitled to live in a government quarters, he may not

get it unless and until he has a godfather to help him into getting one a good example of this Nyanya Quarters where you will find business men occupying government quarters leaving staff suffering accommodation.

As stated earlier, the administration of FCT has always made effort to the settlements outside city. are carried along in overall development of the Federal Capital City. Some of the satellite towns like Gwagwalada, Abuja, Karu.. Bwarl, Karshi e.t.c. already have there master plans and phase development which was supposed to have been in place as far back as the old Abuja.

In fact, apart from Garki, no other place in Abuja is presently enjoying constant water supply, those that have is not constant places like Nyanya and Karu had pipes laid some years ago and just recently some part in these places receive water once in awhile and these places are accommodating greater populace of the labour force in Abuja.

Due to this, staff of The Federal Capital Development Authority (FCDA) comes all the way from Nasarawa, Keffi in present Nasarawa State, while some Suleija in Niger State Respectively as a daily routine. This is a cause of poor decision making and inefficient planning control methods in Federal Capital Development Authority (FCDA).

LATENESS TO WORK

This is a usual habit found in the public sector. It comes up due to the fact that it is a government affair so activities start by 10:00am. Poor decision making had brought about the grounding of special buses in

conveyance of staff due to inadequate maintenance and must have disappeared from the garage or will be written off. And most workers leave before the official closing hours in order to struggle to get to his/her home before sunset.

Medical Care

The problem faced here is that of inadequate and inefficiency of retained housed or Ares Council clinics programme of the government. These clinics even when established, it is not properly equipped. Also nonchalant attitude of government, of civil servants and inhabitants and lack of sense of belonging. The cause of this is, the decision making, that is, the management information system used as a tool for decision making cannot be coordinated to achieve a favorable result which will enhance productivity and development of the city

Education

The education department of the Federal Capital Territory (FCT) was established on May 7, 1979 to provide educational services to be residents of the new capital city. Its main functions are to establish and manage educational facilities. But as of now, the standard of education is drastically falling due to lack of proper planning, control, staffing and directing, insufficient supply of stationeries to schools. This must be creating room for misappropriation of government funds. Staffing is not made according to grading and there areas of needs but by candidate.

Motivation

There is no good condition for The Federal Capital Development Authority (FCDA), as such decisions are unilaterally applied from the civil servants rules.

Promotions are made strictly following the civil service, hence, workers spent six years and above without promotions even when they are permanent, whereas some have frequent promotions, recruitment has no lasting criteria and therefore not always the right people are employed and the management is left to suffer. Nigeria has generally turned to whom" you know. Only a small number of staff. (the privileged ones are sent for the training and development courses and on 'seniority basis). No provision for staff welfare.

The above problems associated with The Federal Capital Development Authority (FCDA) are to be-taking care of. They should not be neglected and should be decided if efficiency is to be attained The Federal Capital Development Authority (FCDA).

CHAPTER FIVE

5.0 INTRODUCTION

The writer collected and analysis the data he considered necessary for the

work performed in the previous chapter summary of the whole work will be given here, the finding observes by the writer, conclusion arrived at and the recommendation will all be given in this chapter.

5.1 UMMARY

Every organization by a small commit resources to carryout *its activities* in other to achieve its objectives. This is needed to be Controlled and-harnesses towards the achievement of the organization objective hence management information system provides information for all level of business and perform it effectively.

Decision making is a situation whereby one concludes about a whole situation. It is realized that in any organization decision making is the order of the day. Management is function, of the board, of direction who arte appropriate by the proprietor of the organization, to manage the organization on their behalf management in 'this context is principally concerned with the determination of the over all policy of the organization in order to distinguish it from management at lower levels in the same organization it might be described as top management. Decision making is a process of selection of choice divided in four, (4) main parts tactical, strategic, programmed and up-programmed decision.

Also the person close to the source of the problem should make the decision.

As stated earlier on before any decision should be taken, it is expected of the management to firstly, define the problems to be solved. Secondly find

alternative solutions. Thirdly, select the plans nothing relevant factors before effecting it. Lastly make the decision based on the four criteria above and put it into effect.

5.2 CONCLUSION

Using this' research project, it should be noted that federal Capital development Authority (FCDA) can n:ake the lives of people or members of the public, including the civil servants dream come true, if only the average rule in decision making is adopted by the executives.

The main purpose of - this project is to know how management information system is being put in to use in some public sector as Federal Capital Development Authority (FCDA) and hoe it aid executives in taking the right decision.

There is no information system that can work' perfectly in any organization without the main function of the management to accompany it. Decision making can only be achieved when there are competent, reliable and good information systems that are regularly update, manages effectively to make a decision a sound one. With management information system few staff is needed to handle the most: vital positions in an organization, which makes them cost effective.

It is at this point I will suggest that adoption of average rule as the rule guiding the executives in Federal Capital Development Authority (FCDA) in taking a decision is very essential to make thing easier from the public in general and individual at a particular time is usually determined by his strongest needs "so there is a need for the present management of

federal capital development authority (FCDA).under the leadership of .

To summary the relevance of management information system

and, management decision making in the affair of Federal Capital Development Authority (FCDA) Abuja.

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5.3 RECOMMENDATIONS

In the effect of these problems, the following recommendations can 'be made and best use will enhance and result to good decision making for best achievement.

- a). The management information system should be analyzed thoroughly' before taking any decision, because this determines the success or failure of the organization.
- b). The management function should 'interest, one another so that the information system could be used in planning when taking decision without planning there will be no good organization .
- c). the problem in decision making should be analyzed thoroughly too. The problem of uncertainty-certainly and risks, should not be rushed in to good accountability of an organization defends on how the problems have being solved
- d). If the executive (s) of the organization is not close to the problem of the organization" the decision should not be made. The person very close to the problem should suggest alternative, before a decision is finally taken.
- e). The decision making office(s) should' think twice before taking any risk, some rule(s) are very detriment to the success of the organization.

- f). The planning and organization should be left within competent hands once the planning is bad the organization cannot succeed.
- g). The internal Audit Unit of Federal Capital Development. Authority (FCDA) should be given more free hand without interference and seek of fallow, to be allowed to exercise independent power to its verification, checking stock, taking and reporting base on its true and fair view, this will make all departments strictly monitored .

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