THE IMPACT OF MANAGEMENT INFORMATION SYSTEM (MIS) ON EFFECTIVE HUMAN RESOURCE MANAGEMENT
(A Case Study of Nigeria Institute of Transport Technology Zaria, Kaduna State.)

BY

ONYEMACHI EKWEM KELVIN
HND/PAD/17/034M

AUGUST, 2019

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BEING A RESEARCH PROJECT SUMMITED TO DEPARTMENT OF PUBLIC ADMINISTRATION, COLLEGE OF BUSINESS AND MANAGEMENT STUDIES JIGAWA STATE POLYTECHNIC DUTSE.
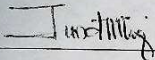
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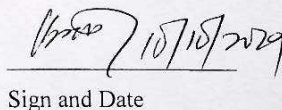
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Mallam Junaidu Mohammed   Date

Project coordinator

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External supervisor   Sign and Date

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DECLARATION

I Onyemaechi Ekwem Kelvin wholly declared that this project work is the product of my effort under the supervision of Mallam Junaidu Mohammed, department of public administration, Jigawa State Polytechnic, Dutse. Jigawa State. All materials used are dully acknowledged by way of bibliography.

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Onyemaechi Ekwem Kelvin   Date & Sign
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CERTIFICATION

This is to certify that the research work for this project has been conducted and prepared by Onyemaechi Ekwem Kelvin HND/PAD/17/034M was carried out under my supervision.

Mallam Junaidu Mohammed

Project Supervisor

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Sign and Data

DEDICATION

I dedicated this project to the lord almighty in his infinite mercy for seeing me through from the beginning of my studies to the very end of it. And also to my parents Mr. and Mrs. Pius Ekwem, and also to my beloved brothers and sisters for their morals support and prayers to see that I succeed in my studies, also to my friend and well wishes.

ACKNOWLEDGEMENT

My special gratitude goes to lord almighty for his sufficient grace on me from the beginning of my education to this very day. I give him all the glory may his name alone be glorified.

My special gratitude goes to my supervisor, who has been a mentor and a guide towards my project, he has helped me to understand the essence of writing a project. Through that I have achieved a lot of knowledge through him (supervisor). In person of Mallam Junaidu Mohammed. Once more God bless you sir.

And to my wonderful family, the family of Mr. Pius Ekwem and my dearest ever blessed mother Mrs Juliana Ngozi Ekwem for her support and prayer all through this project may the almighty God bless and reward my sweet pie (mummy) my dear friends, relative and siblings.

My head of department (HOD) Mallam Gambo Uba, Mallam Tijani Nasir, the director of the school for his support and advice, Mallam Uzairu, Mallam Sallau for been my best lecturer all through my stay in Jigawa State polytechnic. He is indeed a good man, to my elder brother for his financial support and prayer. My dearest and lovely friend Blessing Johnson for been my bestie all through this year even before now. Thank you for your love and support. To my friends, Ahmed O. Salihu, Joshua Abah zainab Ado, Hafsat, Tahir, Yusuf, Adda,u, kamal, jamilu, queen mercy and jewel crown They had really contribute to my life. Aunty Hauwa and kabiru and to all the HND 2 pad I can't finish calling names because I would not finish but you all were a source of joy to me you made Jigawa the best place to be. All the students of IGBO association Jigawa poly chapter and all the lecturers for the advice and moral support God bless you all.

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ABSTRACT

The ultimate purpose of this study is to investigate the impact of management information system on effective human resource management. A case study of Nigeria instituted of transport technology Zaria, Kaduna State. Its objectives emphasis towards determining the problems associated with Management Information System (M.I.S), and also to determine how Management Information System influences the human resource management, and to identify the benefits of Management Information System (M.I.S) in the motivation workers, and lastly to determine the role played by management information system (M.I.S) in the achievement of organization goals. The significance Is viewed on how Management Information System (M.I.S) affect employees productivity, the long essay was expected to be of benefit to students, employees, learning institution and future researchers. It is hoped that students would see the need to equip and avail themselves on the knowledge of Management Information System (M.I.S) in modern technologies to fit into the challenging world of work. It also provide ready tools for employers (management) to make effective and efficient decisions on managing their human resource (manpower), especially in the effective use of Management Information System (M.I.S). The targeted population for this research work will be Nigeria institute for transport technology, which has a total number of 520 staff i.e. main staff, drivers, clerical staff, securities and cleaners. A simple percentage for the research work was adopted. Therefore the sample of the 25% of the whole population of 520 will be 130. Therefore 130 questionnaires were distributed, and were dully filled and returned. The response rate was 88%; statistical tools were used to test the hypothesis such as simple regression and simple percentage method. Cognitive theory was adopted as the theoretical framework basis of analysis. The key findings indicated that there is significant positive relationship between management information system and effective human resource management: which implies that the higher the management information systems, the higher the organizations performance. Also the findings showed that MIS had a significant impact on organizations Performance. At the last part the researcher suggest a number of interesting recommendations for Nigeria instituted transport technology Zaria, and these are; those people in management information system (M.I.S) and computer department should sit tight and face the job security. Computer should be made independents to staff that are not expert in the side of the computer. The computer processing unit or rather the information technology unit should be made accessible to other staff in order to reduce fraud of any kind. Banks should employ more people who are computer literate and are experienced in computerized banking.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND TO THE STUDY

The management of information technology plays a crucial role, especially in the communication and information sectors such as government establishments, where they build their competitive advantage on credibility information.

Every aspect of management in the modern age relies heavily n information to thrive. Nothing moves without information and it is generally believed information is power and that he who has it (information) has power. It has even been describe as a singular resource needed to develop others resources, including workers in an organization. That is why Odger and Keeling (2000) deduced that one way business meet information needs is to use Management Information System (M.I.S). One approach by which organization can utilize company's capability is through the development of Management Information System (M.I.S). There is no universally accepted definition of Management Information System (M.I.S) and those that exist reflect the emphasis and perhaps prejudice of their authors.

However, the term "Management Information System" (M.I.S) can be seen as a database management system tailored to the needs of managers or decision makers in organization. M.I.S is a system using formulized procedures to provide management at all levels in all functions with appropriate information based on data based on data from both internal and external sources, to enable them to make timely and effective decisions for planning, directing and controlling the activities for which they are responsible Argyris (1991). It should be noted from the above definition that emphasis is on the use to which the information is put.

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Planning, directing and controlling are the essential ingredients for "management". In essence, the processing of data, information and communicating the resulting information directly to the user, is the key function of M.I.S. It should therefore, be noted that M.I.S exist it organization in order to help them achieve objective to plan and control their process and operations, to help deal with the uncertainties, and to help in adopting changing or indeed initiating change.

Management Information System (M.I.S) is generally thought of as an integrated, user-machine system providing information to support operations, management and decision-making function in an organization Abdullahi (2004). As a matter of fact, MIS is an accessible and rapid conveyor belt for appropriate high quality information from the generation to its users.

Kotler (2006) in a simpler manner defines Management Information System (MIS) "as a planned system of the collecting, processing, storing and dissemination of data in the form of information needed to carry out the functions of management. In a way is a documented report of the activities that were planned and executed".

Despite the utilization of Management Information System (MIS) in its various form there still seems to be some problems that infringe on the effectiveness of decision making by managers and the productivity of employees in an organization. This includes issues bordering on monitoring the system perhaps as a result of limited numbers of departmental managers and supervisors or their exit and also non-qualitative factors like morale of workers, attitude of workers to work as well as the lack of flexibility of Management Information System (MIS) to update itself, thus calling for an investigation to provide needed balance Akinola (2003). Management Information System (MIS) seeks to know the motive for

work and to find ways by which their realization can be helped and encouraged. This service has a dynamic aspect of management Saogy (1989).

1.2 STATEMENT OF THE PROBLEM

Management information system (M.I.S) helps management in effective planning, organization and controlling its workforce to achieve desired result. It therefore, means that the ineffective utilization of management system (M.I.S) can result in low and poor avidity production by workers. Also implies that management information system (M.I.S) is a necessity for successful management which could adversely affect the productivity of workers if not properly managed.

The problem of the study lies in the fact that the Nigeria institute of transport technology zaria, kaduna State has not accommodated the change towards the use of technology in performing its functions and operations. We can as well say that management information system in its own respect is the life wire of an organization and it has been widely used and acknowledge, it is a very sensitive function used by management. Many organization have realize their targets with aid of the MIS and still there is lack of management expertise in adequately managing their information system for improvement although they might have one form of information system or the other, let us state the inherent problems that bedevil the management of organization like NITTZ so as to have a focus as to determine the solutions by the ends of the work such inherent problems are:

1. That most organizations do not have efficient management information system and if they have, there information systems are not effective as to its role towards goals and objective attainment.

2. Most managers are governed by intuition and judgment as to what course of action to follow in their planning and decision making function, many of

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them as a matter of fact do not make use of the information supplied to them from within and outside the organization and if they do, to some degree, the receive form the business environment.

3. There is also the problem of evaluating the impact of management information system towards the achievement of objectives. Many managers are yet to capitalize and utilize information for decision making and goals attainment. Therefore the questing as to whether management information system enables organization achieves their objectives has to be addressed in this research study.

1.3 OBJECTIVES OF THE STUDY

The main aim of the study is to examine the impact of Management Information System (MIS) on effective human resource management and realization of organizational goal. Specific objectives of the study are:

1. To determine the problems associated with Management Information System (M.I.S)
2. To determine how Management Information System influences the human resource management.
3. To identify the benefits of Management Information System (M.I.S) in the motivation workers.
4. To determine the role played by management information system (M.I.S) in the achievement of organization goals.

1.4 RESEARCH HYPOTHESIS

Ho: There is significant relationship between Management Information System and effective human resource management.

Hi: There is no significant relationship between Management Information System and effective human resources management.

Ho: There is significant relationship between Management Information System and achievement of organizational goal.

Hi: There is no significant relationship between Management Information System and achievement of organizational goal.

1.5 SIGNIFICANCE OF THE STUDY

In view of the role played by information on how Management Information System (M.I.S) affect employees productivity, the long essay was expected to be of benefit to students, employees, learning institution and future researchers.

Students: It is hoped that students would see the need to equip and avail themselves on the knowledge of Management Information System (M.I.S) in modern technologies to fit into the challenging world of work.

Employers: It is very much hoped that findings from this essay will provide ready tools for employers (management) to make effective and efficient decisions on managing their human resource (manpower), especially in the effective use of Management Information System (M.I.S).

Leaning Institution: Institution of higher learning are expected to use the needs and important attached to the training of their students in modern Management

Information System (M.I.S) and incorporates it in their learning experience to enable them fit adequately in the labor market

Future Researchers: This long research when completed is expected to be useful to future researchers by providing them with reference materials.

1.6 SCOPE AND LIMITATION OF THE STUDY

This essay covers an examination of the impact of Management Information System (M.I.S) on effective human resources management (HRM) in an organization using Nigeria instituted of Transport Technology Zaria, Kaduna state as a case study.

However, this research work has the following limitations:-

1. **Time constraints:** Due to the volume of academic work in school, research of this nature required adequate time due to this nature required adequate time to its broadness and the time available for the research is glossy tight also the researcher to continue to combine the research work with academic activity which in most times limit the research paper or work.

2. **Lack of sufficient research materials:** The research material on this project matter are very few, there are no up-dated books in the library, which are of little significance to current research and the cost of new and updated materials is not affordable.

3. **Respondent's cooperation:** In response to the research matter, much respondents did not cooperate as issues of attitudes is not well coming, particularly the customer of the company, some of which refuse to return their questionnaires because they consider official information as top secret of the company.

1.7 HISTORICAL BACKGROUN OF THE STUDY AREA

The Nigerian Institutes of Transport Technology (NITT) was established in the year 1986 by decree No. 6 of March 14 (now cap 116 of the Federal Laws of Nigeria). The institute was established as a Transport management development and research institute for Nigeria and the West Africa sub-region.

NITT Zaria is apex transport and logistics management development institute in Nigeria and West Africa sub-region. The website provides you with vital information on who we and our programmes. The transport and logistics industry is very dynamic and requires the training and retraining of industry players and operators to keep them abreast with development in the industry develop their competencies and improve their skills and knowledge.

NITT provides training to personnel employed in and modes of transport leading to the award of certificate, diploma, advance diploma, post graduate diploma and masters in transport and logistics. We have therefore been in the front of providing transport and logistics education, training, research and consultancy service. In its thirty (30) years of existence, the institute has contributed significantly to the professionalization of transport and logistics industry not only in Nigeria but the West Africa sub region. We combine human ingenuity and technological innovation to develop the capacity of the workforce to make the transport and logistics industry more effective and efficient to stimulate economic growth. I encourage our numerous client from time carefully surf through the links on our website such as who we are, contacts, various department collaboration with ABU, clients, admissions , other programmes, news, e.t.c. to keep breast with the latest development on our Facebook page nittppru for news and other activities of the institute.

1.8 DEFINITION OF TERMS

1. **Effective:** Effective is the capacity of producing a desired result or the ability to produce desired output. When something is deemed effective, it means it has an expected outcome, or produces a deep, vivid impression. (Dictionary.com, llc (2011).

2. **Human resource management (HRM):** Is the management human resources. It is designed to maximize employee's performance in service of an employer's strategic objective. (Johansson (2009)

3. **Impact**: Can be said to be the effect or influence that an event situation etc. has or someone or something. Or to have a strong effect on someone or something. (Longman dictionary of contemporary English (2017).

4. **Management information system**: Refers to the processing of information through computers to manage and support managerial decisions within organization. The concept may include system termed transaction processing system, decision support system. (Laudon, Kenneth (2009).

5. **Organization**: An organization or organization is an entity comprising multiple people, such as an institution or an association that has a collective goal and is linked to an external environment, (Douma (2013)

1.9 PLAN OF THE STUDY, OUTLINES OF CHAPTERS

CHAPTER 1: the main purpose of this research project is telling management, employee and individuals as a whole in an organization to know the impact of management information system on effective human resource management. It's also talks about the background of the study which entails its fundamental aspect of MIS, and the statement of problem and its objectives, research hypothesis,

significance of the study, scope and limitations of the study together with the definitions of vital terms.

CHAPTER 2: this chapter explains more about the topic, and what management information system is all about, the relationship between MIS human resource management, and the advantage of MIS on the motivation of employees, its roles and empirical literature, theoretical framework.

CHAPTER 3: it is also a very important chapter we ought to know the researcher is going with the research work. the types of research design that is going to be used and the population of the study this is all what my plans of the study is going to look like and all he techniques and the sources of data that is going to be used for the research work.

CHAPTER 4: this is a very important chapter that has to do with data presentation and analysis, how questionnaires are going to be distributed. It is based on calculation which must be done carefully so that you can arrive at the actual result.

CHAPTER 5: it entails the conclusion of the research work and its recommendation. It also states the summary of the research work from the beginning of the project research work to the very end.

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LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 INTRODUCTION

The purpose of this chapter is to bring together the view of different publications already made on the subject matter. i.e. "The impact of Management Information System (M.I.S) on effective human resource management in an organization". These views will be solely on the information extracted through secondary source such as books, newspaper, and journals e.t.c.

2.2 CONCEPTUAL FRAMEWORK

CONCEPT OF MANAGEMENT INFORMATION SYSTEM (M.I.S)

To properly perceive the idea of Management Information System (M.I.S) there is a need to know the meaning of management information system. Management Information System (M.I.S) may be a formal system for providing management with correct and timely info necessary for deciding.

Management is sometimes outlining as coming up with organizing directing and dominant the business operation. This is often in line with the definition given by Henri (2002), that declared that management is "the method of allocation Association in nursing organization's inputs, as well as human and economic resource, by coming up with, organizing, directing and dominating for the aim of manufacturing products or services desires by customers in order that structure objective area units accomplished. If management has data of the look, organizing, leading and dominant of the business, its cell is created on the idea of facts and selection area units a lot of correct and timely as a result". Information permits United State to work out the requirement to form new merchandise and service.

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Information tells United State to maneuver into new markets or to withdraw from different markets (Remi 2003).

All business organization shares one common purpose, in spite of the kind of business. It doesn't matter if they manufacture product or give services. It's an important a part of any business entity, whether or not sole ownership or a transnational corporation. The common purpose is information. Information permits United State to work out the requirement to form new merchandise and services. Without information the products don't get created, the orders don't seem to be placed, the shipment don't seem to be delivered the purchasers don't seem to be beaked and also the business cannot survive. Lawrence (2005) defines system as an "automatic data processing system that gives management and different personnel among a company with up to-date information concerning the organizations performance; for instance, current inventory and sales. It's always joined to an electronic network that is made by change of integrity completely different computers along so as to share knowledge and resources. It's designed to capture, transmit, store, retrieve, manipulate, and or show info employed in one or a lot of business process. This technique output information in an exceedingly type that's useable in the slightest degree levels of the organization: strategic, tactical, and operational. However, many definitions are given to Management Information System (M.I.S) by several authors.

Metadata (2005) defines Management Information System (M.I.S) as "interpreted user machine system for providing information to support the operation of management analysis and deciding functions in any organization". The system utilizes constituent and software system manual procedures, models of research, coming with and central for deciding. From the higher advance learner's

dictionary, it is seen that, it's the ability of an automatic data processing system that creates Management Information System (M.I.S) possible.

Odgers associate in Nursing keeling (2006) defines Management Information System (M.I.S) as an integrated automatic data processing system that give information and aids in decision making in an organization.

Luker and wagner , (2006) defines " Management Information System (M.I.S) is intended specifically to supply information that permits management to check actual reference with projected or past result". Therefore, Management Information System (M.I.S) report provides a basis for adjusting plans or taking correction actions.

Adams, (2009) state that "a Management Information System (M.I.S) focuses on daily, weekly and monthly summaries of group action in which its area unit helps in watching and dominating operation level activities". Personnel at the choice creating levels of a company need information of fast long-range commitments of the corporate resource. The PC is programmed to observed such information and determine condition and scenario that need management attention.

Files or knowledge must be scan and taken by PC, below a collection of research and analysis rules stipulated by managers. The other things to keep up a transparent perspective on a company's past performance for future outcomes.

HUMAN RESOURCE MANAGEMENT

Human resource is that the stock of competence, data and temperament attributes embodied within the ability to perform labour therefore on manufacture amount. It's the attributes gained by an employee through education and skills. Several early economic theories confer with it merely as personnel, one in every of three

factors of production and take into account it to a fungible resource. Homogenous and simply interchangeable, Bolorunduro (2006). different conception of this labour dispense with this assumptions.

Smith (2009) defines human resources as "fourthly of the non-heritable and helpful talents of all the inhabitants or members of the society. The acquisition of such talent by the up keep of the acquirer throughout his/her education, study or office forever price a true expense, that may be a capital mounted and realities, as they creates a part of his/her fortune, therefore do they likewise that of the society to that he/she belongs. The improve quickness of an employee is also thought-about within the same lightweight as a machine or instrument of trade that facilitates and abridges labour, and that through it prices an exact expense, repays that expense with a profit".

Human Resource Management (HRM) was to be performed among a company that focuses on accomplishment of management and providing direction for those that add the organization. Human resource management may be performed by line managers. Additionally HRM is the structure perform that deals with problems associated with folks like compensation, hiring, performance management, organization development, safety, wellness, benefits, workers motivation, communication, administration and coaching. Miller (2012) prompt that human resource management (HRM) relate to "those selection and action that concern the management of staff in the slightest degree levels within the business and that area unit associated with the implementation of methods directed towards making and sustaining competitive advantage.

Armstrong (2008) define human resource management as a strategic and coherent approach to the management of a company most valued plus. The folks operating

here united nations agency simply and put together contribute to the accomplishment of it objective. He any printed he most options of HRM as follows:

1. An emphasis on the strategic management of individual (human capital) of the organization, that achieve integration between the business and there the time unit strategy.
2. Comprehensive and coherent approach to the availability of reciprocally supporting employment policies and practices.
3. The importance placed on gaining commitment to the organization M.I.S mission and worth.

In addition to the definition given by Armstrong, human resource management in line with Boxall (2010) needs to do with the attraction and retention of accomplished, competent, committed and actuated manpower required by a corporation.

Armstrong (2008) assert that the structure success depends on the skills of the staff they embrace superior performance, productivity, flexibility innovation and skills to develop high level of client service, he any declared that individual is that the resource in a cooperation and structure performance mostly depends on them.

2.3 IMPACT OF MIS IN HUMAN ORGANIZATIONAL MANAGEMENT

The impact of Management Information System (M.I.S) on resistive human resource management usually determines the flow of data in cooperation, the constant flow of data in associate organization enhances the effect productivity and potency management. Thus the result of management information system (M.I.S) remains a very important part of any organization for property and for action of structure productivity. Among the advantage of management information system

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(M.I.S) is that staff are additional happy with their jobs as a result of they feel additional authorized once causative to the business method for many organization it's true that happy staff higher serve the organization's customers leading to a rise in customer's satisfaction in line with Garrote(2004).

Information is that basic ingredients for private, social, societal, structure and national development. It forms necessary knowledge needed by information manager in completing communication activity of the organization to complete favorably.

Management Information System (M.I.S) will bring a higher productivity to staff, as a result of once employees becomes additional successively with the organization's strategy, it'd end in higher levels of employee's satisfaction that might cause higher productivity in a corporation.

The system ensures that an appropriate data I collected from the various sources, processed and send further to all the needy destinations. The system is expected to fulfill the information needs of an individual, a group of individuals, the management functionaries: the managers and top management.

Here is some of the impact of MIS:

1. The MIS satisfies the diverse needs through variety of systems such as query system, analysis system, modeling system and decision support system.
2. The MIS helps in strategic planning, management control, operational control and transaction processing. The MIS helps in the clerical personal in the transaction and answers the queries on the data pertaining to the transaction the status of a particular record and reference on a variety of documents.

3. The MIS helps the junior management personnel by providing the operational data for planning, scheduling and control and helps them further in decision-making at the operation level to correct an out of control situation

4. The MIS helps the middle management in short-term planning, target setting and controlling the business functions.

2.4 MANAGEMENT INFORMATION SYSTEM (M.I.S) ON THE MOTIVATION OF EMPLOYEES

Cole (2004) state the numerous interpretations of the Management Information System (M.I.S) advised some common attributes share by the system that helps in motivating staff in a corporation. This declared that once adequate information is given to staff, it will bring bigger satisfaction which will cause free flow of communication, coordination and collaboration capabilities in cooperation. Management Information System (M.I.S) enjointly provide the essential; like between the data and technology inputs and organization performance, though this relies upon the active participation and involvement of data of management information system (M.I.S) being given to staff and this could remodel the higher than the inputs into organization performance. Not astonishingly, despite the provision of the most effective technology access to the organization of relevant information of worker's motivation and commitment typically confirm the success or failure of skills of management information system (M.I.S).

However, many definitions of motivation are given by totally different completely different authors and theorists maybe supported their different experiences. These embrace what was given by Cole (2004) that states that motivation is 'a method

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during which folks choose from different styles of behavior so as to realize personal goal'. Burton and Thakur (2005) defines it as 'Those force that cause folks to behave in bound ways that, all those pressures and people circumstances that trigger, channel, and sustain human behavior'.

Common to any or all these definition are folks and what influence their behavior. In result motivation cares with the factors that influence folks to behave in bound ways. Management information system (M.I.S) typically brought up as information management and system has been licensed as a serious tool for effective higher cognitive process. Calldlli and Parmigiani (2004) whereas shaping management information system (M.I.S) indicate that it helps in finding business issue and conjointly accustomed analyzed different information system applied in operational activities, within the organization. Academically, the term is often accustomed confer with the cluster or data management ways tied to the automation or support of human higher cognitive process like call support system, professional system and government data system.

2.5 ROLES OF MANAGEMENT INFORMATION SYSTEM (M.I.S) WITHIN THE ACTION OF STRUCTURE GOALS

All business shares one quality, in spite of the sort of business. It doesn't matter if they manufacture merchandise or give service. It's an important part of any business entity, whether or not a sole proprietary or a transnational cooperation. That common quality is information. Information permits work out the requirement to form new product. Behn (2003).

The use of web will play a major role in achieving the structure goals and objective the net has detached any developments in information system and therefore the exchange of data via web-based email, internets and extranets. These technologies

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permit for a lot of quicker knowledge and data exchange and bigger access for additional users. Web-casting and video conferencing allow period info exchange.

Mobile computing technology accessed by handheld device, like multi-function mobile phones, personal digital assistants, and podcasting (via iPods), are given any modes of communication this could cause a powerful action of structure goals and objectives (Drucker 2013).

Function could be a duty or obligation that's expected to be disbursed o specific task by quality personnel during a particular field. Therefore, personnel are expected to perform with efficiency in handling information effectively in a corporation. Whitehead (2013) same the measurement event and attributes of personnel's effective management of data system is that they ought to store info regarding the attribute of each individual's personnel.

Abel (2004) opines that each company organization device a system of storage and retrieval of data. Files are opened for each little bit of communication, each incoming and outgoing further more as info. Files are labeled in line with their subject or ways chosen within the organization fir straight forward reference.

2.6 EMPIRICAL LITERATURE

There has been much research conducted on Management Information System (MIS) that affects human resource management strategies in different sectors. Munirat et –al (2004) investigated various challenges and prospect of MIS in Nigeria.

The study shows that the use of information system was encouraged by the "technological breakthrough". The advancement in telecommunications such as internet, the globalization that created a global unlimited market place, the strong

growing for information economy, and the rise of competitive digital firms. All these factors transferred the management information system from data processing systems to decision support system and become the foundation of the new business environment.

Malkawi (2013) identify the impact of MIS on the effective human resource management in an organization; the study found that there is "no impact of hardware and software equipment on the performance of human resource management, there is a significant impact of networks, individuals, procedures and MIS" as a whole on the performance of human resource management.

A study by Olughor (2016) investigated the relationship between human resource information on system and Human Resource Management practices. Data was collected from employees of food and beverages firms in Nigeria. The result shows that there was improvement in communication, decision-making, workflow processes and it is viewed as a synergic factor that gives support to employee in the achievement of competitive advantage.

2.7 THEORETICAL FRAMEWORK

Management Information System is a tool that is increasingly being used by large organizations to keep track of IT projects and align those projects with organization strategy. This entails an initial attempt to provide a theoretical lens with which to view the information system portfolio management phenomenon key theories in MIS include cognitive, took-technology. Competitive strategy and socio-technical theories.

COGNITIVE THEORY: Entails that the presentation of information affects task performance. Cognitive dissonance theory is concerned with change to eliminate inconsistency between attitudes and behaviors.

TASK-TECHNOLOGY THEORY: Task-technology theory holds that information technology capacities must match user task in order for the technology to have a positive impact.

COMPETITIVE STRATEGY THEORY: Draws on economic concepts to determine factors that make a market attractive.

SOCIO-TECHNICAL THEORY: Emphasizes the need for consistency among independent subsystem for the larger system to achieve optimal performance

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system user expectations on their perceptions and performance, Ph.D. Thesis,
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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

A research means a tedious examination for certain problems. Similarly, it is the orderly gathering of facts and interpretation of information about a particular problem. It can be seen as panel procedure for making improvement in a particular field (Kotter 1986).

Therefore, this chapter attempts to provide information on general method and procedure for data collection research design instrument used, sample size, sampling techniques and method of data analysis.

3.2 RESEARCH DESIGN

Research design is the plan, structure and strategy of investigation conceived so as to obtain answers to research question and control variance-Kerliger (2010).

There are different types of research designs: historical research design, descriptive research design, experimental research design, and survey research design e.t.c.

The research design is used in this project will be descriptive design using questionnaires in general data, from the topic. In order to have accurate reliable investigated and it will also help the research to know where the reliable data are

gotten and how the objective could be achieved. The research design includes the research population, research sample plan, method of data collection, procedure for data collection and techniques of data processing and analysis.

3.3 POPULATION OF THE STUDY

The targeted population for this research work will be Nigeria institute for transport technology. It has a total number of 520 as it staff strength i.e main staff, drivers, clerical staff, securities and cleaners.

3.4 SAMPLE SIZES

Sample size is the selection of part of population to represent the whole or entire population.

The population of staff of Nigeria institute of transport technology zaria is much so, a manageable size of 25% will be used for the purpose of this research for the following reason enumerated in chapter one (1) under scope and limitation. The researcher adopted simple percentage for the work:

Formula for simple percentage:

$$\text{Percentage } (\%) = \frac{X}{1} \times \frac{n}{100}$$

X = number of population

n = number of percentage

$$\frac{520}{1} \times \frac{25}{100} = 130$$

Therefore the sample of the 25% of the whole population of 520 will be 130.

3.5 SAMPLING TECHNIQUE

Sampling: is the selection of a part of a population to represent the whole or entire population.

There are two types of sampling techniques:

i. Probability sampling: In this type of technique, the chance of selection of any unit to fall into the sample is known to the researcher.

ii. Non-probability sampling: In a situation where the selection of the various kind of probability sample discuss above in either impossible or unfeasible, in many such situation, non-probability sampling procedure are called for.

However, for the purpose of the research will use simple sampling which is a type of sampling techniques.

3.6 INSTRUMENTATION OR SOURCES DATA COLLECTION

These are the fact finding strategies. They are the tools for data collection.

They include questionnaire, interview, observation and reading. Essentially the researcher must ensure that the instrument chosen is valid and reliable. The validity and ability of any research project depends to a large extent on the appropriateness of the instruments. Whatever procedure one uses to collect data, it must be critically examined to check the extent to which it is likely to give you the expected results.

The research used questionnaires it data collection instrument: A questionnaire is a set of systematically structured question used by a researcher to get needed information from respondents. The questionnaire is any written instruments that present respondents with a series of question or statement to which they are to react either by writing out their answers or selecting from among existing answers.

SOURCES OF DATA COLLECTION

The sources of data may be classified into:

i. **Primary source:** This is a type of source of data that originated from the source directly. The researcher directly collects data that have not been previously collected. Primary data are first hand information collected through various methods such as observation, interviews, mailing e.tc.

ii. **Secondary source**: These are sources containing data that have been collected and compiled for another purpose. The secondary sources consist of readily available compendia and already compiled statistical statement and reports whose data may be used by researchers for their studies e.g census reports , annual report, financial statement of companies, statistical statement, report of government department, publication of international organization.

iii. **Tertiary source**: Are general explanation condensed from 'common knowledge' on the topic intended. Tertiary sources are usually credited to a

particular author. They are intended only to provide a superficial overview of what the topic includes, its basic terminology and often reference for further reading(which would usually be secondary sources, produced by established 'experts' on the subject matter) e.g dictionaries, encyclopedia, text books.

3.7 PROCEDURES FOR DATA COLLECTION

Primary data collection

The research will be using questionnaires and observation (self-administered questionnaire) open closed question, and multiple choice questions. The questionnaire method was the major techniques used in reaching all the respondents, structured undisguised questionnaires with closed ended questions were used. This type of questionnaire help to ensure that answers are given in a frame relevant to the purpose of inquiry and information that is usually in the analysis, it also make clear the dimension along each answers.

3.8 METHODS OF DATA ANALYSIS

The important use of data analysis is to emphasize on the points or information given by the respondent. The statistical technique that will be use for data analysis will be in tables, percentage ration, which will help to clearly and interpret the data and convey meanings. Thus, the researcher feels it straight forward enough to evaluate and appraise the impact of management information system (M.I.S) on

effective human resource management in an organization using Nigeria institute of transport technology Zaria as a case study.

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CHAPTER FOUR
DATA PRESENTATION
4.1 INTRODUCTION

This chapter present and analyze the data collected from the field by the various means or methods describe in chapter three as well as the testing of the research hypothesis.

4.2 DEMOGRAPHIC DATA OF THE RESPONDENT

To generate the primary data, a questionnaire was drawn for the sample population of the study. The sample size of the study is one hundred and thirty. So one hundred and forty (140) copies of the questionnaire were drawn and distributed to all respondent, out of one hundred and forty questionnaire copies distributed, 130 were dully filled and returned ad four (4) were absconded. The responses have been tabulated analyzed and interpreted as follows:

Table 4.2.1 Gender

Option	Respondents	Percentage (%)
Male	73	56.2
Female	57	43.8
Total	130	100

Source: Field survey, 2019

From the above table, it shows that 73 respondents represent 56.2% are male while 57 respondents representing 43.8% are female.

Table 4.2.2 Age

Option	Respondents	Percentage (%)
18-22 years	13	10
23-27 years	39	30
28-32 years	24	18.5
33 years and above	54	41.5
Total	130	100%

Source: field survey 2019

From the above table, it shows that 13 respondent representing 10% are at the range of 18-22 years, 30 respondents representing 39% are the range of 23-27 years, 24 respondents representing 18% are at the range of 28-32 years while 54 respondents representing 41% are at the range of 33 years and above.

Table 4.2.3 Material Status

Option	Respondents	Percentage (%)
Married	107	82.3
Single	23	17.7
Total	130	100

Source: Field survey, 2019

From the table above, it shows that 107 respondents representing 82.3% are married while 23 respondent representing 17.7% are single.

Table 4.2.4 Educational Qualification

Option	Respondent	Percentage (%)
Illiterate/SSCE/GCE	18	13.9
OND/ND	41	31.5
HND/B.SC & others	71	54.6
Total	130	100

Source: Field survey, 2019

From the table above, it shows that 18 respondents representing 13.9% are with SSCE/GCE, 41 respondents representing 31.5% are with OND/ND while 71 respondents representing 54.6% are with HND/B.SC and others.

Table 4.2.5 Working Experience

Option	Respondent	Percentage (%)
1-10 years	36	27.7
11-20 years	66	50.8
21 years & above	28	21.5
Total	130	100

Source: Field survey, 2019

From the above table, it shows that, 36 respondents representig27.7% are the range of 10 years, 66 respondents representing 50.8% are at the range of 11-20 years while 28 respondents representing 21.5% are at the range of 21 years and above.

4.3 RESPONSE PRESENTATION AND ANALYSIS

4.2.6 Do you have Management Information System (M.I.S) in your organization?

Option	Respondent	Percentage (%)
Yes	122	93.8
No	8	6.2
Total	130	100

Source: field survey, 2019

From the above table, it shows that, 122 respondents represent 93.8% said Yes while 8 respondents representing 6.2% said No.

Table 4.2.7 How effective is the Management Information System in your organization?

Option	Respondents	Percentage (%)
Very Good	79	60.8
Good	39	30
Fairly Good	12	9.2
Total	1300	100

Source: field survey, 2019

From the above table, it shows that 79 respondents representing 60.8% said that very good, 39 respondents representing 30% said good while 12 respondent representing 9.2% said fairly good.

Table 4.2.8 Is there any significant relationship between Management Information System and effective human resource management in your organization?

Option	Respondents	Percentage (%)
Yes	121	93.1
No	9	6.9
Total	130	100

Source: field survey, 2019

The information shows that 121 respondents representing 93.1% said Yes while 9 respondents representing 6.9% said No.

Table 4.2.9 does your Management Information System helps in the effective management of human resource in your organization?

Option	Respondent	Percentage (%)
Yes	116	89.2
No	14	10.8
Total	130	100

Source: field survey, 2019

The table above show, that 116b respondent representing 89.2% said Yes while 14 respondents representing 10.8% said No.

Table 4.2.10 to what extent does Management Information System helps in human resource management in your organization?

Option	Respondents	Percentage
Yes	112	86.2
No	18	13.8
Total	130	100

Source: field survey, 2019

From the above table it shows that 112 respondents represent 86.2% said Yes while 18 respondents representing 13.8% said No.

Table 4.2.11 is there a significant relationship between Management Information System and achievement of organization goal?

Option	Respondents	Percentage (%)
Yes	90	69.2
No	26	20
Don't know	14	10.8
Total	130	100

Source: field survey 2019

The above table shows that 90 respondents representing 69.2% said Yes, 26 respondents representing 20% said No while 14 respondents representing 10.8 said they don't know.

Table 4.2.12 does Information Management System help in improving organizational productivity?

Option	Respondent	Percentage (%)
Yes	71	54.6
No	46	35.4
Don't know	13	10
Total	130	100

Source: field survey, 2019

From the above table it shows that 71 respondents representing 54.6% said Yes, 46b respondents representing 35.4% said No while 13 respondents represent 10% said they don't know.

Tables 4.2.13 do you encountered problems with Management Information System in your organization?

Option	Respondents	Percentage (%)
Yes	102	78.5
No	28	21.5
Total	130	100

Source: field survey, 2019

From the above table it shows that 102 respondents represent 78.5% said Yes while 28 respondents representing 21.5% said No.

Table 4.2.14 does lack of adequate facilities and manpower affects Management Information System in your organization?

Option	Respondents	Percentage (%)
Yes	105	80.8
No	19	14.6
Don't know	6	4.6
Total	130	100

Source: field survey, 2019

From the above table it shows that 105 respondents representing 80.8% said Yes, 19 respondents representing 14.6% said No while 6 respondents representing 4.6% said they don't know.

Table 4.2.15 do you use modern technology for Management Information System in your organization?

Option	Respondents	Percentage (%)
Yes	91	70
No	11	8.5
Maybe	28	21.5
Total	130	100

Source: field survey, 2019

The table above shows that 91 respondents representing 70% said Yes, 11 respondents representing 8.5% said No while 28 respondents representing 21.5% said maybe.

Table 4.2.16 suggest possible ways to improve Management Information System in your organization

i. ....

ii. ....

Findings

4.3 TEST OF HYPOTHESIS

Table	Favorable	Unfavorable	Total
Table 6	122	8	130
Table 8	121	9	130
Table 9	116	14	130
Table 10	112	18	130
Table 13	102	28	130
Total	573	77	650

This research will be using simple percentage method to test the hypothesis:

Formula

$$\frac{X}{N} \times \frac{100}{1}$$

X = number of respondents

n = number of questionnaires

<u>Solution</u>

Ho: $\dfrac{77}{650} \times \dfrac{100}{1} = 12$

Hi: $\dfrac{573}{650} \times \dfrac{100}{1} = 88$

4.4 TEST OF HYPOTHESIS

We accept Hi: because base on the test of hypothesis it shows that there is significant relationship between Management Information System and effective human resource management.

We reject Ho: because base on the test of hypothesis it shows that there is no significant relationship between Management Information System and effective human resource management.

CHAPTER FIVE
SUMMARY, CONCLUSION AND RECOMMENDATION
5.1 INTRODUCTION

This chapter is designed to provide summary information about the study of impact of management information system organization as a whole. It also examines the contribution to the growth of the nation economy at large with special attention on NITT Zaria.

It is against this background that some conclusion would be drawn and appropriate recommendations that would rectify the problems identified would be enumerated.

5.2 SUMMARY

This study is embarked to know the impact of management information system on effective human resource management. A case study of Nigeria instituted of transport technology Zaria, Kaduna State. The study also examines the nature of organization information system and the controlling effect they have on the development and applications of electronic computer techniques in the business world. In order to find out the problems using Nigeria instituted of transport technology Zaria, as a case study, owing to the impact of MIS on effective human resource management. Both primary and secondary source of data were used I order to generate data for this research survey.

In chapter four analyses showed that;

From the research findings it shows that majority of the respondents 93.8% agreed to have management information system in their organization. On the other hand 6.2% agreed not to have MIS in their organization.

The study also shows that majority of the respondents 60.8% rated very good, 39% said good while 9.2% said fairly good on how effective is the management information system in their respective organization.

In the same vain majority of 93.1% said yes on the significant relationship between MIS and effective human resource management. While 6.9% believes that there are no significant relationship between MIS and effective human resource management.

From the research been conducted majority of 89.2% agreed that MIS helps in effective management of human resources. While 10.8% responded no to the question.

It also indicates that majority of 86.2% said yes on the extent to which MIS helps in human resource management. While 13.8% respondents responded no.

The review of the study shows that majority of 69.2% said yes on the significant relationship between MIS and achievement of organizational goal. While 20%respondents said No and 10.8% said they don't know.

Also majority of 54.6% said Yes on if MIS helps in improving organizational productivity, while 35.4% said NO and 10% said they don't know.

Respectively about 78.5% said Yes on whether they encounter any problems with MIS in their respective organization. While 21.5% said No.

On the other hand majority of 80.8% said Yes, 14.6% said No while 4.6% said they don't know.

Majority of the respondents 70% said Yes on the use of modern technology for management information system in their organization. While 8.5% said No and 21.5% said maybe.

5.3 CONCLUSION

The highlighted major findings are as follows:

The key findings indicated that, there is significant positive relationship between MIS and organizational performance; which implies that the higher the MIS, the higher the organizational performance.

This result demonstrates that the availability of management information system, information technology dimensions at the Nigeria institute of transport technology, Zaria will facilitate administrative procedures, increases efficiency among its staffs, and improved outcomes and save time and money. This can be achieved through providing necessary hardware and software to apply this concept, in addition to the provision of specialists, the IT infrastructure required, the availability of equipment and supplies necessary in terms of qualified human

Respectively about 78.5% said Yes on whether they encounter any problems with MIS in their respective organization. While 21.5% said No.

On the other hand majority of 80.8% said Yes, 14.6% said No while 4.6% said they don't know.

Majority of the respondents 70% said Yes on the use of modern technology for management information system in their organization. While 8.5% said No and 21.5% said maybe.

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resources ... should all contribute to

the achievement of organizational goals and ...

This project has examined ...

and some possible application ... have massive use of

the management information system (M.I.S)

inwards at our situation in Nigeria, ... is necessary, looking

minimum requirement that ... in the

advance computer and computer ... more fully from

information system (M.I.S).

The development of the culture of using computer and information system is

necessary in Nigeria institute of transport technology ... that the managers of

this organization should apply the required technology ... training courses

and participation of the managers and employees ... in these

... periods and other short-term courses in academic ...

... tutions and universities.

...; this project specifically examines the impact of

... ment information system since the institute ...

5.4 RECOMMENDATION

The introduction of computerized system in NITT Zaria is very effective comparing the advantages. It will consider the opposite of it, which are the disadvantages.

We will see that is supposed to be done by employees or personal, the computer is now employed to this instead.

Therefore, the recommendation given is:

1. Those people in management information system (M.I.S) and computer department should sit tight and face the job security.

2. Computer should be made independents to staff that are not expert in the side of the computer.

3. The computer processing unit or rather the information technology unit should be made accessible to other staff in order to reduce fraud of any kind.

4. Banks should employ more people who are computer literate and are experienced in computerized banking.

5. The system in attending to both the paying customers and receiving customers should be highly differentiated, that is the paying in customers, since the former stands in a greater risk than the letter in terms of uncertainty.

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Appendix

Questionnaire

Department of public Administration
College of Business and Management Studies,
Jigawa State Polytechnic
P.M.B 7040, Kiyawa Road
Jigawa Dutse State

Dear respondents

My name is Onyemaechi Ekwem Kelvin, I am a student of the above named institution, undergoing the research on the topic "the impact of management information system (MIS) in the effective human resource management organization". A case study of national institute of transport technology Zaria. The research is basically for academic purpose, and all information given would be treated with utmost confidentiality. Please tick (v) and comment freely where and when necessary.

Thanks in the anticipation of your usual cooperation.

Yours sincerely,

Onyemaechi Kelvin

QUESTIONNAIRE

Section "A": Bio-DATA

1. Gender

A. Male (   ) B. female (   )

2. Age

A. 18-22years (   ) B. 23-27 (   ) C. 28-32 (   ) D. 33years and above (   )

3. Marital Status

A. single (   ) B. married (   )

4. Educational Qualification

A. Illiterate /WAEC (   ) B. OND/ND (   ) C. HND/B.SC and others(   )

5. Working experience

A. 1-10 years (   ) B. 11-20 (   ) C. 21-years and above (   )

SECTION "B"

6. Do you use management information system (MIS) in your organization?

A. YES (   ) B. NO (   )

7. How effective is the management information system in your organization?

A. very good (   ) B. good (   ) C. fairly good (   )

8. Is there any significant relationship between management information system and effective human resource management in your organization?

A.YES (   ) B. NO (   )

9. Does management information system help in the effective management of human resource in your organization?

A. YES (   ) B. NO (   )

10. To what extent does management information system helps in human resource management in your organization?

A. YES (   ) B. NO (   )

11. Is there a significant relationship between management information system and achievement of organization goal?

A. YES (   ) B. NO (   )

12. Does information management system helps in improving organizational productivity?

A. YES (   ) B. NO (   ) C. Don't Know (   )

13. Do you encounter problems with management information system in your organization?

A. YES (   ) B. NO (   )

14. Does lack of adequate facilities and manpower affect management information system in your organization?

A. YES (   ) B. NO (   ) C. Don't know (   )

15. Do you use modern technology for management information system in your organization?

A. YES ( ) B. NO ( ) C. May be ( )

16. Suggest possible ways t improve management information system in your organization

I. _____

Ii. _____