

Management Information system, functions, structure and its importance In Manager's Decision Making

Maryam Pedarpur

Kobra Zarrodi

Elahe Fatan

Solmaz Afrancheh

Sevda Riazi

M.A Student of Marketing Management. Islamic Azad University Rasht Branch. Iran

Abstract

Management Information Systems can be used in various forms in organizations and businesses. Some cases such as activities, problem solving, organizational and follow up business opportunities with using it will be possible. Management Information Systems is a useful tool that provided organized and summarized information in a proper time to decision makers and Enable making accurate decision for managers in organizations or in other words, it's a system that receives data from different units and produce information and provide Timely and accurate information for different levels of managers for making optimal decision.

In this paper we intend to evaluate the components of (MIS) and the role of it in making decision process.

Keyword: System, information, management, management information system (MIS), making decision

1. Introduction:

Most important issues in managing an organization's are decision making. "Peter Drucker" believes that future management; focus on decision-making process and understanding. Therefore many management experts believe that decision making synonymous is management, or it's the most important part of it. Considering that make decisions without necessary information is not available, Basis for such a task is to providing necessary information for management. In the today Complex modern world, the role of Management Information Systems and its inevitable impact on society and organizations is not hiding from anyone. Lack of ensuring what's happening to the future and Lack of information on current events forced the manager go formal or informal information communication. Information is the cultured data in the organization that through order of their communication to provide accurate information, increases ensure managing in making decisions. A rapid change of outside organization factors has increased the need of manager for organization development and complexity of management systems. Damage that caused by poor decisions are Irreparable. The impact of timely and good strategic decisions cannot be described. But the noticeable point is that providing timely information, accurate, convenient and brief and communication at all levels of organizational management requires efficient information management system to facilitate right decisions and planning and control administrative duties for management. Obviously decision making in efficient and effective manner, especially in today's complex and evolving world requires the use of very large amounts of information. In fact, information is an important strategic tool in decision making management, And without a doubt quality of management decisions related to the accuracy of the information that is provided at the time of making decision. The extent of changes in domestic and foreign organizations and communities, gradually reveal the need for making complex decisions for managers. So that today without access to, it's not possible to decision making into scientific concept. "Dunken"

Knows one of the most striking features of the transition from simple to complex environments static or dynamic environments uncertainty and unpredictable action and unplanned decisions. Information Systems(IS) has an important and key role in organizations of third Millennium. Nowadays, an information system has excellent effect on the structure of organizational hierarchy. Therefore, considering to conditions governing organizations and communities, manager should understand importance of information or access to it, particularly in relation to unplanned decisions and reduce of uncertainty. By using decision support systems (DSS),and try in order to obtain detailed information, accurate and timely decision-making as an essential and valuable resource and asset. Thus, in this paper, has been investigated the importance of making decision and role of in organizations to improving the quality of this crucial process.

2. Background of study

Knowledge of MIS, which is one branch of information science, or more precisely, is one of Systems science, has a history less than forty-year. Although this new scientific paradigm has experienced significant changes, But compared with its related sciences like information technology and communications (2), artificial

intelligence and cognitive science, is still has a long way with a lot of up and down. The concept of MIS, which was formed in 1965 in the United States, quickly influence most academic center of word and especially in the departments of management and became popular. Can be said, this trend passed almost two-thirds of its evolution until 1995. Many researchers and scientists of information science provide important studies and researches about development of MIS and each of them looked from a different point of view have been published some analyzes. A new attitude that is coming soon shows that the demands of a dynamic economy requires a new style of decision making and new approaches in organizations. And this coordination, induced production and dissemination of information in present time that force organizations to review their activities. The new period that known as informatics age, promise a new world with new ways of using information. Information technology that was as a competitive advantage and a strategic weapon year ago, today it is considered as a competitive need. New information and communication technology as a pervasive wave changes in all aspects of human life, including in the field of management and Mass media, telecommunications, information systems and... have changed the way of doing things. Today, considering the cost of information technology and the other hand the inevitability of using it, it is necessary to know the steps taken in this way and the managers should aware of the effects of it individuals, work groups and organizations. Therefore, in this paper investigate way of working decision making process at the level of organization's manager.

3. Concepts and definitions

3-1 - Definition of system:

System is a set of interconnected components that follow specific goals. There are two types of systems, each system has two settings:

- A) Outer perimeter: an area that the manager can not have much control over it
- B) The internal perimeter is an area that manager can have much control over it.

3-2. Definition of data

The facts are achieved by observation and research and recorded called data. Data is often called raw information. The point is that the data can be obtained from local sources.

3-3. Definition of information

Data, after processing convert to information if it has any meaning. Information, actually data are transformed data that provide a particular meaning .

4. Characteristics of the appropriate information:

There are four characteristics of useful information:

- Timeliness: the timeliness refers to whether during decision-making it is possible to access the information or not.
- Quality: Quality means the accuracy of the information. People can easily take the wrong decisions, with wrong information.
- Completeness: completeness, indicate to the amount of data collected, And relevancy refer to the amount of data communication with objectives of the decision.
- Relevancy: appropriate criteria and information will help managers to choose the correct option

5. General purpose of information

In a general view, provide the information needed to make decisions. This work will be done via describes the condition of phenomena, explaining events, predicting events, proposed solutions, and eventually evaluate present activities.

6. Definition of management:

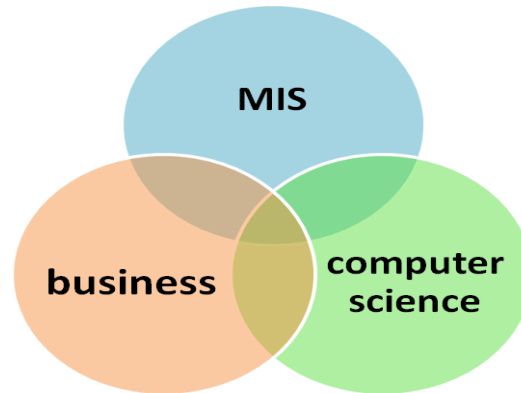
There is no consensus on the definition of management and Scholars and theorists of management knowledge with different biases and goals have been proposed different definitions.

- Management is the art of doing work by others.
- Process of converting information into action, the process of change and conversion called decision making .
- Process of synchronization group and individual activities in order to group's .

Process of planning, organizing, leading , controlling work of organizational members and using all available resources to achieve desired goals of organization (Daft & Richard, 2012).

7. Defining Information System:

Information systems are the systems that collect, processing, storing, analyzing and distribute information for a special purpose. Each information system are consists of hardware, software, data, procedures, individuals.



Due to the extensive and complexity of the systems, information manager and information expert, from information systems, that with support of computer tools and information technology gather information processing. Of course information systems have not reached the point where they can think, plan and respond to changing circumstances.. Still there are several rooms for those who operate these systems and must be consider that only a small minority of these people actually design computer systems or IT systems. Many of these people are final users such as managers, administrative staff and others who use computers in their job. Large amount of information that is stored in Data base of large companies, which are often too high for managers that became meaningless (and useless) .this anarchy in a large amount of information need an information system for classification for more use. Information systems are rooted in images of caves and tribe members with using this basic system dealing with each others. When the number of trade is less and the numbers of people who communicate are few, we can do the work with the use of these systems, but if the rate of trading increase and more people involved in this activity, systems that are using should be much more advanced (Behan & Holmes, 2012).

It should be noted that information systems are different with information management. So that, information systems serving data management systems and use it. Information system means the collection, storage, processing, dissemination and use of information, this issue is not limited to software or hardware. But consider importance of human and his goal in using technology, values and criteria that used in option, also consider the final evaluation to see them means to achieve goals or not(Rezaeian,2012). If the purpose of information management, is improving efficiency of the organization through strengthening its capabilities to meet internal and external needs in an active and stabilized state. Today, managers recognized competitive and strategic value of information systems as well and for this reason all of physical and environmental facility through information will be justified. Information may be used in strategic way to gain competitive advantage for organizations or change the field of competition between organizations and gain significant score for organization or develop field of competition between organizations and develop new business opportunities for them. An organization should establish an information system that be able to estimate the information needs of the majority within the organization. The shared system has the following advantages:

Reduce repetitive tasks in maintaining databases, Provide accurate data (because the data are kept in a place that just needed to be updated); Create better communication within the organization so that anyone can have access to required information; Coordinated approach, with information needs of the organization (Rolli, 2012).

8- MIS

In the previous section, we talked about some points about the attitude system, information systems. A system that is responsible for control and information reconstruction from environment world and Commercial operations within the organization, in a way that with developing and selecting data, necessary information for making decision, Planning and control for managers in the preparation of management called information systems. Managers are always in search of information And their decision making are based on data related decision subject. In the past, their resource was unsafe and random and in different ways and their information was provide through superiors or manager and other personnel of organization. That intensifies the uncertainty and reliance on the accuracy of information, because individual's transmitted information to authorities with increase or decrease, Therefore there is no trust to accuracy of it. Equip management to a proper information system, that has the ability of management in making decision and controlling organizations is a historical trend and this historical term with double-entry concept which started in 1494 by LUCKAPAKELILY. continue until twentieth century with delayed and probably the reason of It was human inability to maintain, store and retrieve

information. With development of computer capacity, high accuracy and high speed in mid-twentieth century the development and application of Management Information Systems concepts, and developed with another process more quickly that result of that are Changes in the operations and activities of commercial organizations as follows:

1-Centralized management and reliance on focused information and utilizing advanced technologies.

2-design information and provide required report for management decision making, planning, organization and control

3-Design of management information system based on control and projects

The result of this concept, are called MIS or. Aim of is increasing process of managing information and reduces speculation in solving problem in different organizational levels, through information feedback system and reflection of information retrieval toward the development of new data into the system. MIS consists of three components: a management, information, system

MIS Not only will support manager in strategic affairs, but also provide repetitive and routine decision and necessary information for tactical Managers. And enables them to access information that be useful for decisions. MIS can be reveal images of inconsistencies and deviations from defined plan. Such information through preparing management report in form of logical picture and translatable will be analyze and provided for manager. Subsets of the MIS system are: Information systems, human resources management, information systems management, accounting and finance, information systems production as bases for common marketing and cross-selling. MIS Managers should be aware of the real world systems as the organization could play an effective role. And therefore should be provided with accurate information. One of the important roles of manager of MIS is knowledge of the external factors of organization. MIS Managers should be aware of the value of existing systems and what are the roles of manual system. In practice, a manager report is for planning and controlling the company's executive president or senior Services. In many companies, Branches of MIS assistant is created to submit its report directly to senior management. (Momeni, 2012).

Due to the advantages of MIS, such as close relationships, More precise control and safer data collecting and processing data more quickly converting them to management information, The management of information systems in planning, organizing, leadership and create motivation, reporting and control of using And do this management actions with the utmost accuracy and efficiency, and performs in a lower duration in organization. However, To perform this work, manager introduce an interface that called manager of and its essential to provide better service and management. Institutions to attempted the initial, they learned other things. In this period was determined that the main obstacle in the use of, are managers. Directors as a group they do not know about computers consciously know how to solve problems; however they hadn't thought enough about the role of information in solving problems. Consequently, it was difficult to manager to say what they exactly want. This situation was intolerable for information professionals because their knowledge was poor about management. They did not know what kind of questions should ask, By the time managers experience about computer and running processes in solve the problems and also Information specialists learned the management principles to adapt to the needs of managers, was reform and developed. Finally, the position of management information system as a major field of using computer became strong. Management Information System helps in two major ways of solving the problem: provides A source of information across organization and it also helps in identifying and understanding Problem. Light emitted from the management information system is with the purpose of announced managers symptoms of the problem. The major weakness of the management information system is that does not satisfy the specific needs of individual, Makes problem estimate. Often,, does not provide the detailed information required. The concept of decision support system was developed in response to such needs. Finally, it is notable that MIS function goes even further than managers today and Generally, MIS with use of computer and have been serving Business and Companies. In office of each company we can see MIS or MIS department (Laven & Kenneth,2011).

9-Management information systems and decision-making

Obviously decisions at various levels of the organization need different information. And information systems should focus in order to meet information needs of its senior managers, middle managers and operational. Essentially, managers in organization during decision making are use planning makes decision process or non-planning makes decision process. Planning decision making process, which is common in most organizations, requires that decisions based upon tradition, mores and customs policies and procedures, and training and development. The advantage of this approach is that it can make decisions based on their pre-test performance that reduces the risk and stress of decision makers (Clarkhan, 2012). Disadvantage of this approach is that,

when the environment changes, the basis for planning decisions are often outdated and could not be used and can lead to lack of efficacy in making decision.

It seems, the decision process planning in volatile environments and evolving information, wouldn't have efficiency and effectiveness. And is better in unscheduled situation of decision making, that requires Analysis information and data that obtained through research and the principles of environment and The goal of it ,is to identify and resolve an issue or a problem. In addition, there are differences in the nature of decisions at different levels of the organization and it's an important factor to determine the type and quality of information.

9-1-Strategic decisions

These decisions prepare organization, According to environmental conditions; provide its mission and goals effectively. However, in dealing with environmental changes act dynamically. These decisions are made to information that is created in organization and related to the past or present. Decisions at this level are requiring accurate information, on the content and quality is predefined and includes structural decisions.

9-2Tactical decisions

These decisions related to responsibilities of tactical planning and control in organization. Much of the input to this level is summary of the main activities that are mostly cyclical. In these cases, the input data is very structured and the content can be predicted accurately (Sarrafizadeh & Panahi, 2012)

10-Decision making of unstable environment information and MIS

Environment, is one of the most effective factors in the decision making process. When we are talking about the environment, in fact, two types of environments are including: indoor and outdoor environments. Technological development causes social welfare in the information society. Vast uses of laser and fiber-optic development and telecommunications, increases the speed and quality of information. Information explosion, his complexity of the environment, emergence of new technologies and new production and new demands and model new philosophy of management are the result of increasing information technology. This phenomenon not only has a huge impact on people's thinking and behavior, but also put management actions in danger. For example, excessive increasing knowledge and information cause complexity, diversity and flexibility of non-predictable behaviors in individual and for these phenomena, management objectives are changing and Costs, Qualities, Times, Flexibility, Services will change towards globalization. The information age is the age of the opportunities and threats. Bill Gates noted that Microsoft will fall apart in next 2 years if there is no innovation. Note that in a complex environment, competing are not only in production, Services, speed, Flexibility and globalization, But also it will be found in re-engineering management(Safarizadeh,2012).

No doubt, management has been a necessity for human since past, If you consider different management activities can be clearly seen that the essence of all the management activities is making decision .decision making is an integral component of management In each task, the management is so smart. In determine organization's policies, development objectives. Organization design, Choice, Assessment and management practices in all forms, Decision-making are one of the main fundamental pillars. In a simple definition, decision making is choose a way between different paths (Alvani ,2012).

Development of information and communication technologies as change structures of societies, it also affected task of manager's making decision. Many organizations prepare them self for effective and efficient use of new information and communications technologies. Information and communication technology has two benefits for organization. First, it enables organizations and managers to easily acquire data. This will cause further support the decision making process. Second, the use of information and communication technology enables organizations to have better operate in a global competitive environment and make effective decision making . Information and communication technology improve the quality of decision making that is crucial factor for organization. Cause dramatic changes in levels of the organization, including organizational leadership and strategy, and even members behavior. The information and communication technology has become an essential component in the process of decision making in organization and managers at all levels increasingly get help from information and communication technologies (Feizi & Moghadassi, 2012) .

No doubt modern information and communication technologies provide the field of information management system. Information and communication technology enables collect, analyze and evaluate data and transferring them from one point to another and cause instant access to information, Reduce costs, Produce better, Carefully, Coordination, Leading time, improved control and will lead to better services.

Conclusions

Main constituent of present age, are information and informing and rapid development of information and communication technology. Information penetrated on all aspects of daily life and has its Impact. Now, its time to have information about doing each work and each service that we want do in the best way possible.

Information and communication technology led to the vast development of. Using information and communication technology caused that the issue of access and opportunities that are underpin of decision-making and strategic planning has done faster and more accurate and quality of decisions will increase and reduce the time required to obtain useful .

Management Information, helps managers at all levels to make more accurate and precise decisions and also inconspicuous the barriers to internal and external decisions. Obviously, review and study proper method of use, increases the efficiency and effectiveness of organizational functions and provides Better coordination between short-term goals, Middle and long term goal of the organization.

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