Factors Affecting Organizational Adoption of Management Information Systems

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ABSTRACT:

Management information systems are one of the most major administrative milestones, with the intention of giving managers with reliable, accurate, relevant, and complete information in order to improve organisational performance. This study examines other research in the area of MIS adoption in corporations. Based on a survey of the literature and interviews with select workers of telecommunications businesses in India, this study suggests a theoretical framework that takes into account the technological, organisational, and people factors that could affect MIS adoption in enterprises.

Keywords: MIS, Successful Adoption, Technological Factor, Organizational Factor, People element

Introduction:

Without the deployment of MIS, a large number of organisations would be unable to function correctly and successfully. By boosting the interaction between the organization's personnel, management information systems enable organisations to deliver the right information to the right people at the right time in the appropriate form. Furthermore, MIS allows information to flow seamlessly between departments, minimising the need for face-to-face communication among employees and enhancing the organization's responsiveness. Assessing the success of information systems, on the other hand, has been regarded as one of the most important topics in the IS area. Several conceptual and empirical research have been carried out to investigate this perplexing but crucial subject. The right set of criteria that can be employed to determine the users' perception of IS success is still up for debate. According to Petter et al., technical qualities, project and organisational characteristics, user and social characteristics, and task characteristics all have a role in the successful adoption of technologies in businesses. However, organisations, particularly small businesses, frequently overlook these variables. According to preliminary interviews with employees of telecommunications companies in Yemen, system quality, information quality, service quality, top management support, end-user training, technology self-efficacy, and user experience are the main barriers to successful MIS adoption in telecommunications companies. This study will experimentally assess the impact of the issues described earlier on perceived usefulness and user happiness on organisational success. This research aims to analyse the qualities that lead to successful MIS adoption in businesses, as well as the impact of MIS on organisational performance.

Definition of MIS and Organizational Performance:

Management information systems are information systems that take internal data from a system and summarise it into relevant and useful formats such as management reports, which may then be used in managerial decision-making and management operations. The process of collecting, analysing, storing, and transferring important information to support management operations in any business is what management information systems are all about. The ultimate results of all the organization's work processes and activities are defined as organisational performance. Organizational productivity and effectiveness are two frequent indicators of organisational performance. Organizational productivity is a metric that measures how productive employees are in their jobs. Organizational effectiveness is a measure of how well an organisation achieves its goals and how appropriate its goals are.

Benefits of MIS in Organizations:

According to Nath&Badgujar, a management information system benefits a business organisation by allowing it to respond appropriately to a business situation, provide a means of effective and efficient coordination between different departments at all levels of the organisation, provide access to relevant data and documents, reduce labour costs, improve organisational and departmental techniques, and manage day-to-day activities. AlHameedi, et al. also summed up the advantages of management information systems as follows:

• Provide information to various management levels as needed in order to perform duties such as planning, organising, directing, controlling, and making decisions, etc.

• Assessing an organization's actions and evaluating the outcomes in order to identify and remedy discrepancies.

• To assist in predicting the future of the organisation and prospects in order to take the required safeguards in the case of a flaw in attaining the goals by creating the proper conditions for successful decision-making, suitable information processing, and in a timely manner.

• The capacity to use the system by issuing reports on the organization's operations, whether aggregate or detailed (current or monthly, quarterly or annually)

• The ability to remember historical information and necessary, which is the foundation of its work

• Respond to the inquiries

Technological Factors:Three variables are identified in the technological dimension: system quality, information quality, and service quality. The desirable properties of an information system are system quality. Easy of use, system flexibility, system reliability, and ease of learning, for example, as well as system attributes such as intuitiveness, sophistication, adaptability, and response times (Petter et al.,). According to the proposed theoretical paradigm, MIS quality has an impact on perceived utility and user satisfaction. Other researchers, such as Hwang, et al., have validated similar hypotheses, claiming that system quality has a large direct effect on perceived usefulness. Park, et al.)also found that system quality has a beneficial impact on perceived usefulness. Furthermore, Halawi et al. found that system quality and user happiness had a favourable association. Ainin, et al. also suggested that system quality has a strong, positive link with user happiness. Based on prior studies that demonstrated the impact of system quality.

Organisational Factors: Two variables are recommended for the organisational dimension: top management support and end-user training. In small businesses, management support refers to the perceived level of general support provided by top management. For example, management is aware of the benefits that can be obtained through the use of system, management always supports and encourages the use of system for job-related work, management provides the majority of the necessary help and resources to enable people to use system, management is very interested in seeing that people are happy with using system, management provides good access to hardware resources when people need them, and management provides good access to various types of specialised software when people need it. According to the proposed theoretical framework, top management support has an impact on perceived usefulness and user happiness. Other researchers, such as Chen and Hsiao, have corroborated these assumptions, stating that top management support positively increases perceived usefulness. Furthermore, Shih and Huang claimed that senior management support has a large, direct, and favourable impact on perceived usefulness. Furthermore, Cho, V. argued that top management support has a favourable impact on user happiness. Urbach et al. also concluded that top management support has a considerable impact on user satisfaction. Previous studies have shown that senior management support has an impact on perceived usefulness.

People Factors: Two variables are recommended for the people dimension: computer self-efficacy and user experience. Computer self-efficacy refers to a person's perception that he or she has the skills and ability to successfully complete a task. Items like "I understand how the system works" and "I am confident that I can learn how to use the system" are used to assess self-efficacy. According to the proposed theoretical framework, computer self-efficacy has an impact on perceived usefulness and user happiness. Other researchers, such as Ramayah&Aafaqi, have validated similar ideas, stating that self-efficacy will favourably influence perceived usefulness. Furthermore, Lopez and Manson asserted that self-efficacy is linked to perceived usefulness. Saba also believes that self-efficacy is linked to happiness.

Effect of Perceived Usefulness and User Satisfaction on Organizational Performance:

The degree to which a person believes that employing new technology would improve their task performance is characterised as perceived usefulness. According to Davis, perceived usefulness is determined by factors such as: using the system in my job allows me to complete tasks faster, using the system improves my job performance, using the system in my job increases my productivity, using the system improves my effectiveness on the job, using the system makes my job easier, and overall, I find the system useful to my job. According to the proposed theoretical framework, perceived usefulness has an impact on user happiness and organisational performance. Other researchers, such as Landrum et al., have corroborated these hypotheses, stating that usefulness is positively connected with user happiness.
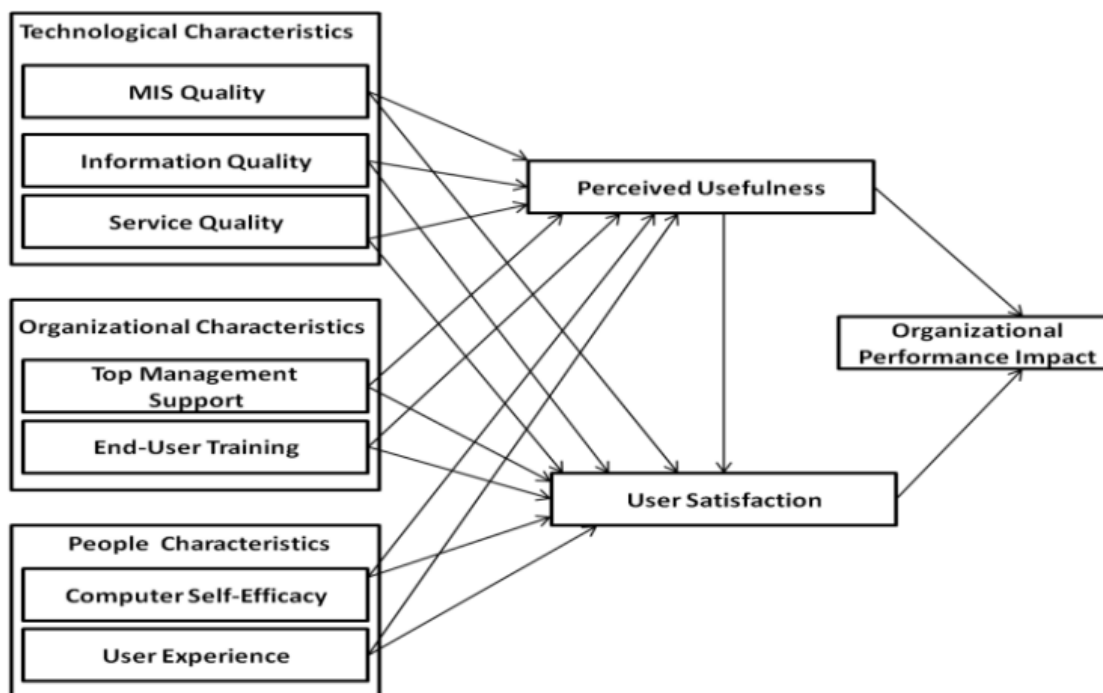Proposed Theoretical Framework

Figure 1: Proposed theoretical framework

Conclusion:

According to the authors, businesses must understand the factors that influence effective MIS adoption in order to improve organisational performance. On the basis of seven elements, a theoretical framework for the formulation of hypotheses is suggested. The variables are divided into three categories: technology considerations, organisational factors, and human factors. When this approach is used in a company, it will have an impact on perceived usefulness and user happiness, resulting in improved organisational performance. The constructions were chosen based on the study's objectives. The empirical testing of the research model will be the next phase of this research.

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