Role of Management Information System in Telecom Agency

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ABSTRACT

Data and information are two major component of an organization. The basic difference between data and information is that information is the processed form of data. Both data and information is managed by using the concept of an information system. Information system is used to gather, disseminate, manage and refine information. One of the commonly used information system in an organization is MIS. MIS stands for Management information system is one of the chief sorts of Computer Based Information Systems. The research has shown that MIS helps to middle level management. In this paper we are going to propose a MIS model that will put the light on the applicability of MIS in mobile or Telecom agencies for managing and expedite their work transaction. The major operations or tasks allocated to an agency by head office or regional office are verifying customer and its address, collecting pending bill (recovery), distributing bill to the customer so that payment can be made as early as possible. In this study we will put our focus on developing an MIS for automating the task of customer verification. We will develop an MIS that will manage the huge data of customer and provide the status of customer's verification cases, pendency if any at agency end, pendency if any at verification's executive end.

Keywords

Information, Information System, MIS, CPV etc.

1. INTRODUCTION

Management Information System commonly abbreviated as MIS [1][5] is not new technique for managing information rather one can say that use of computers in MIS is new. Traditionally Management Information System techniques were used to provide information to the manager or higher authorities of an organization. By using the MIS provided information manager become able to plan and control the different operations of an organization that further helps them to take a good decision for the effective business. The computer has added one or more dimensions such as speed, accuracy, reliability and the increased volume of data that enables the consideration of more alternatives in a decision making process. The purpose is to meet the general information needs of all the managers in the firm. MIS provides information to the users in the form of reports. They offer summary reports on the operations of the enterprise and sometimes provide online link to individual transactions as well. That is why these systems are also called operations support systems. In simple words one can end with that MIS is an information system, which provides information support for decision-making in the organization.

Conceptually MIS is made up from three words or components as given below:

- Management
- Information
- System

Here management is responsible for developing plan for an organization, organize, initiate and control the required operations. The major objective of management is to provide or develop strategies and goals and by selecting the best cause of action to achieve a plan. Information is processed form of data, the general constituents of information are processed data, data received, or data used for different purposed in an organization. System is collection of interrelated components used for achieving some predefined goal in an effective manner. Computer based MIS is able to gather process and disseminate information in an efficient way.

One of the major objectives of MIS [3] is to improve the overall performance and working capacity of an organization by using the concept of information technology in an effective way. Management Information System [4] works at three layer of management called operational, middle management and top management.

2. PROBLE DEFINITION

Mobile companies have hired different agencies to perform their daily routine task as given below:

- Verification of customer
- Re-verification of customer
- Collecting money (recovery)
- Bill distribution etc

The objective of this study is to analyze the effect of using one of commonly used Computer Based Information System called MIS to manage and coordinate one of the major issue of Telecom agency i.e. to manage the data of customer verification in such a way that the required different reports can be formed in a flash. We will try to show how MIS expedite all the above said activities.

3. ANALYSIS

Research has shown that MIS [4] is mainly used to process data from the organization and present the output of it in the form of different types of reports used at regular intervals. One of the major needs of different levels of manager of higher authorities is to recognize of the purpose of the organization, its policies, programs, plans and goals however the decisions may be according to the ability of analytical approach of using the information of the manager. In our study the whole process of telecom/Mobile agency start when head office allocates Customer verification and bill distribution cases to Regional office. The Regional office

further allocates selected cased to different Telecom agencies. The agency mainly focus on three different issues as said above i.e. Customer Verification, Recovery and Bill Distribution. Without using an MIS it become cumbersome to check the status of customer verification, recovery or bill

distributed to the customer. But by using the concept of MIS, the Telecom agency can quickly determine the status of above said scenarios. The following screen shot show the different cases that are allocated from head office to regional office and further to agency to complete it.
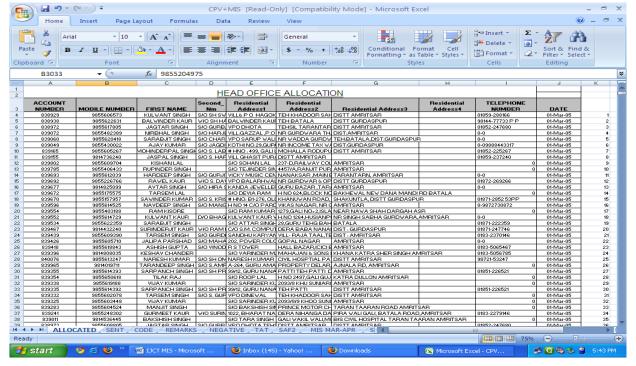

Figure1: MIS Head Office Allocation

The MlS executive on receiving the allocation, develops TAT (Time Allocation Table) in MIS to give predefine time to each customer verification executive to complete the case. The TAT will show the case, assigned exeuctive, date of case allocated to executive and date limit within which the

verification case should be completed. By using such TAT, the MIS executive or manager can easily check the status of performance of allocated cases from head office. Beside this this TAT (MIS) will also tell the performance of verification executive. The look and feel of TAT (MIS) is as given below:
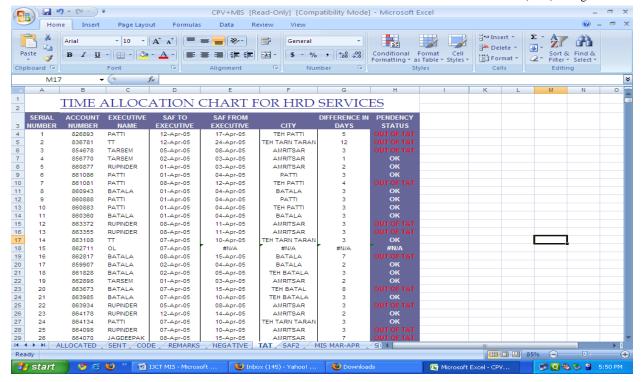

Figure 2: Time Allocation Table

The final MIS of developed by us is as given below. By using this MIS one is able to perform and analyze the customer

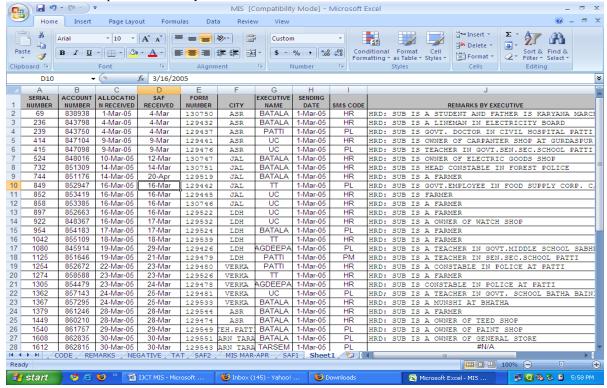verification task as allocated by head office effectively.

Figure 3: Complete MIS For Telecom Agency

4. COCLUSIONS

MIS stands for Management Information System is one of the effective systems for collecting and managing the data for an organization. From the above study it is clear that by developing a single a MIS for Telecom agency, one is become able to find several types of report like pendency at executive level, pendency at agency level, the overall performance of an agency etc. in an effective way.

5. REFERENCES

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