



INFLUENCE OF MANAGEMENT INFORMATION SYSTEM (MIS) ON STUDENTS' REGISTRATION PROCESS AND RECORDS MANAGEMENT OF FEDERAL UNIVERSITIES IN SOUTH-SOUTH GEOPOLITICAL ZONE OF NIGERIA

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Abstract: The study investigated the Influence of Management Information System (MIS) on students' registration process and records management of Federal Universities in South-South Geopolitical Zone of Nigeria. Two research questions and hypotheses were raised to guide the study. The research design that guided the study was the descriptive survey research design. The population of the study consisted of 530 administrative staff. Census sampling technique was adopted to select the entire 530 administrative staff (376 males and 154 females). The researcher developed an instrument for data collection from the respondents. The instrument was tagged 'Management Information System and Management of Universities Questionnaire' (MISMUQ). Descriptive statistics of mean and standard deviation were used to answer the research questions while the independent t-test was employed to test the null hypotheses at 0.05 level of significance. The findings of the study showed that there is a significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities in South-South Geopolitical Zone of Nigeria and there is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria. The study recommended that MIS gadgets should be provided by the institution's management, especially in every Department, so that as students come for their registration process, administrative staff, would be able to attend to them with ease using MIS with internet connectivity.

Introduction

Management Information System (MIS) is aimed at generating information through the processing of data to enhance effective management of Universities through proper coordination and organization of both the academic and non-academic activities and that of students successfully. Marriot (2019) looked at MIS as a system that generates accurate, reliable, timely and organizes information so that educational managers and other users could make decisions, solve problems, supervise activities, monitor staff and evaluate progress in an educational institution. It provides information needed to be used by Universities' staff to undertake the responsibilities assigned to them with minimal stress. The

essence of MIS is to design a computerized system that would provide useful information to help managers of Universities to plan and make decisions that would enhance the attainment of the goals of University education. Several data that could be obtained for Universities' management are further processed, analyzed, published and disseminated successfully through MIS to those who require information for education.

MIS is enhanced with the advent of information technologies that enable Universities to collect data and process them into useful and meaningful information needed for day-to-day operations and activities of Universities. Information is one of the most important



resources of every organization which has a great impact on the efficiency of other resources. The timely acquisition, utilization and monitoring of available information are absolutely essential for the successful management of Universities. Management functions like planning, organizing, executing, monitoring, controlling and evaluation which helps school managers to carry out effective and efficient administration of their various educational institutions could be performed with the aid of available and well-managed information systems (Hassan & Saxena, 2016).

In addition to supporting decision making in the University system through effective planning, coordination, monitoring and control, MIS could help school managers to envisage problems, analyze such problems and develop strategies of minimizing the problems so that they cannot limit the attainment of the goals of University education. Management Information system (MIS) is an integral part of University management because several activities need to be controlled and monitored effectively through the use of modules such as personnel module, students' module, academic affairs module, quality assurance module and so on. Categorizing the affairs of the University system into different forms would enable educational managers to easily identify the weaknesses and strengths of their institutions to make decisions that may lead to the overall success and effectiveness in the management of their institutions (Oluwuo, 2018).

Management is the coordination of human, information, material and financial resources to achieve educational goals. It is the arrangement of tasks required to control the operations and activities of a stated plan to achieve the objectives of an institution. It is the responsibility of Universities' managers to plan, organize and coordinate the activities of their various Universities in a manner that would facilitate the goal attainment of their institutions. The responsibilities of monitoring the activities of staff, assign responsibilities to staff, monitor staff conduct and students could be done successfully when reliable and accurate information is available to managers of Universities. Universities' managers are responsible for planning, organizing, directing, coordinating, budgeting and evaluating all resources

which include material, human and financial resources. The activities that are involved in the management of Universities are cumbersome, as such, MIS is required for accurate arrangement and interaction of the various components of the University system (Yusuf, Isyaka & Kazeem, 2019). The staff cadre that constitutes the management team of every University in Nigeria are the Vice-Chancellor, Deputy Vice-Chancellors (administration and academic), Registrar, the Bursar, Chief Librarian, the Deans, Directors of institutes and Departmental Heads. The above principal officers of every University ensure that the activities of their institutions are properly coordinated through the use of accurate and reliable information that could be generated through a standard information system.

The application of management information systems in the University setting is meant to bring about positive changes in the process of managing Universities. MIS is meant to influence effective management of Universities in the areas of leadership, effective control and monitoring of staff workload, human resource planning, effective communication, assignment of responsibilities to staff as well as the general planning of the school system using relevant information. Strategically, MIS could help University managers to determine the aims and objectives of their institutions to make long term plans, allocation of resources to the various departments and faculties by developing effective methods for controlling activities and evaluating the performances of staff and the general success of the University system. MIS is a tool which aids effective management through the use of well-documented and up-to-date information (Kamile, 2016). A well-managed information system could help in the reduction of the tasks of the management staff and lecturers in the University system as well as their methods of carrying out their responsibilities. This could be done through the development of a school's database that may contain information on students' registration and levels, staff-related information, students' years of admission, students' results, school fees payment, suspended and rusticated students are students' related information to be built into the school database that facilitates effective schools' management when being retrieved. Other



aspects of information systems are management of school library, finance, school schedule planning, standard reports like transcripts sent to higher levels of school administration among others (Christopher, 2017).

The process of students' registration in Universities is usually a tedious job but the integration of management information system through the use of internet and intranet, registration activities may be conducted easily so that students would undertake their registration exercises successfully irrespective of the number of students that are admitted by a given University. MIS is useful as it assists students to undertake re-registration in payment of school fees, the printing of school fees receipts, printing of course registration forms, printing of examination cards and so on. Performing the above job electronically through MIS would enable Universities to have accurate data about each of the students and their registration status. However, it seems the managers of Federal Universities in South-South do not utilize the e-registration information in making decisions as students are still mandated to submit files which is part of the traditional form of school management. In some cases, students who registered electronically without submitting their files seem to find it difficult during their graduation as they are normally mandated to search for their files or submit new ones for easy processing of their results. Such a traditional approach is not necessary since the Universities have upgraded the activities of the institution into the e-formats (Ajayi & Omirin, 2017).

Records management is another means of managing universities through MIS. MIS is useful in the maintenance of students' and staff records. Universities would use MIS for managing students' records and admission process, careful handling of examination results and transcripts, the establishment of a financial database, human resource database and management of user information. MIS gadgets are used to track students with fake registration issues as a result of the online registration system by students. It is a useful tool that facilitates effective communication between lecturers and students through e-mails and other electronic devices. MIS would be used for processing and sending online results to students as well as processing students' transcripts. The integration of MIS into the management

of universities is capable of helping universities to process several records quickly and meticulously thereby making data retrieval easier and facilitate effective decisions making (Fasasi, 2014).

It is common to note that many federal universities in the South-South still keep records in files and filling cabinets where they easily accumulate dust. Some of these files are often destroyed by rodents and cockroaches, thus, rendering them irretrievable for effective planning and crucial decision making. The management of every university perform wide variety of activities such as supervision, support services, infrastructural development, financial management, budgeting, accounting, personnel selection and training system monitoring and evaluation, facilities procurement and management, equipment maintenance, research and so on. The above functions cannot be carried out effectively without the presence of Management Information System.

Statement of the Problem

The major challenge of the 21st century is to exploit the potential of computer technology to help managers of universities and decision-makers to achieve their targeted goals and objectives. Effective information management is vital in determining an organizational success. The researcher observed that Universities in the South-South frequently faced with the problems of keeping records of students' admission and enrolment, students' academic records, staff records, research, interlinks between financial records and project management. This situation may limit the effective management of universities.

The continuous increment of students' enrolment into universities due to high demand for education makes the university system very complex and cumbersome for successful management using the manual records which sometimes fail to provide timely, reliable and accurate information as some files may be missing, stolen or burnt during fire out-break in an office. The introduction of MIS into becomes an inevitable issue as a result of the problem associated with manual method of record keeping which delays decision making. The manual record of keeping of information in the university system hinders effective communication in the school system. When the relevant information required for planning are not available at the appropriate time, it may lead to poor planning,



inappropriate decision-making, poor priority of needs, defective programming or scheduling of activities. Poor management of information system has been perceived as a bottleneck to staff performance and the successful management of federal universities in South-South states of Nigeria.

The above problems associated with the manual information system which hinders the effective management of universities couple with the perceived usefulness of MIS in enhancing organizational effectiveness prompted the researcher to embark on this study which aimed at assessing the influence of MIS on students’ registration process and records management of Federal Universities in South-South Geopolitical Zone of Nigeria.

Purpose of the Study

The purpose of this study was to investigate the influence of MIS on students’ registration process and records management of Federal Universities in South-South Geopolitical Zone of Nigeria. The specific objectives of the study include

1. To determine the extent to which MIS influences students’ registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.
2. To ascertain the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria

Research Questions

The following research questions are meant to guide the study:

1. To what extent does MIS influence students’ registration process in Federal Universities in South-South Geopolitical Zone of Nigeria?
2. To what extent does MIS influence records management of Federal Universities in South-South Geopolitical Zone of Nigeria?

Hypotheses

The following null hypotheses have been raised to guide the study:

HO₁. Responses of male and female staff will not differ significantly on the influence of MIS on students’

Table 1: Mean ratings of respondents on MIS influence on students’ registration process in Federal Universities (n=506)

S/No	MIS influence on students’ registration	N	\bar{X}	SD	Decision
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registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.

HO₂. The opinions of highly experienced staff will not differ significantly from the opinions of lowly experienced staff on the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria.

Research Methodology

The design for this study was descriptive survey. The population of this study consists of 530 administrative staff of the six Federal Universities in South-South Geopolitical Zone of Nigeria. Census sampling technique was adopted to select the entire 530 administrative staff (376 males and 154 females) drawn from all the 6 Federal Universities in South-South Geopolitical Zone of Nigeria. The study used the researcher’s self-developed instrument tagged ‘Management Information System and Management of Universities Questionnaire’ (MISMUQ) for data collection. The questionnaire was validated and the logical validity index of 0.78 was obtained. The reliability index of 0.75 was obtained after pilot testing the instrument. The research questions were answered using the descriptive statistics of mean and standard deviation. On the other hand, independent t-test analysis was used to test the hypotheses at 0.05 level of significance. The null hypothesis was accepted when the calculated t-value is less than the critical and rejected when the critical t-value is less than calculated t-value.

Results

The results are presented in the order of the two research questions and two null hypotheses in the tables below.

Research Question 1

How does MIS influence students’ registration process in Federal Universities in South-South Geopolitical Zone of Nigeria?

The data providing answers to the above research question are presented in Table 1 below.



Process					
1.	Students do not waste time to register their courses as the processes are done easily online.	506	3.50	0.50	Agree
2.	The use of MIS in registration of students ensures accuracy of data on every student.	506	3.49	0.54	Agree
3.	Identifies students with fake admission status.	506	3.76	0.43	Agree
4.	Reduction of students' queues for services during registration	506	3.44	0.51	Agree
5.	Used in identifying the accurate number of students that has been admitted	506	3.61	0.51	Agree
6.	MIS can also be used to retrieve data of the total number of students that have been registered over time	506	3.73	0.45	Agree
Grand Mean		3.59	0.49		Agree

Note: \bar{X} = Mean; SD = Standard Deviation

From the results displayed in Table 1, the grand mean of 3.59 revealed that the administrative staff agreed that MIS influences students' registration process in Federal Universities. All the six items analysed shows items (1-6) obtained the mean scores above 2.50 which is the cut-off point. This indicates that the administrative staff agreed that MIS influences students' registration process in Federal Universities in South-South Geopolitical Zone of Nigeria. The standard deviations for all the items are

within the same range indicating that respondents are homogenous in their mean ratings.

Research Question 2

How does MIS influence records management of Federal Universities in South-South Geopolitical Zone of Nigeria?

The data providing answers to the above research question are presented in Table 4 below.

Table 2: Mean Ratings of Respondents on MIS Influence on Records Management of Federal Universities (n=506)

S/No	MIS Influence on Records Management	N	\bar{X}	SD	Decision
7.	The use of MIS helps in easy dissemination of information from management to staffs and students	506	3.76	0.43	Agree
8.	MIS is used to store students' bio-data	506	3.80	0.40	Agree
9.	MIS is used to retrieve students' bio-data when needed	506	3.77	0.42	Agree
10.	The administrators of the University				



	easily have access to accurate and up-to-date information on regular basis	506	3.88	0.32	Agree
11.	MIS is used to record students' results	506	3.85	0.36	Agree
12.	MIS is used to print students' examination attendance list	506	3.49	0.50	Agree
13.	MIS is used to evaluate staffs and students' performance	506	2.68	0.53	Agree
14.	MIS can be used to store very large amount of students' records	506	3.81	0.40	Agree
15.	MIS can be used to update students' records from time to time	506	3.80	0.40	Agree
Grand Mean		3.26	0.42		Agree

Note: \bar{X} = Mean; SD = Standard Deviation

From the results displayed in Table 2, the grand mean of 3.26 revealed that the administrative staff agreed that MIS influences records management of Federal Universities. All the items, 7- to 15 obtained the mean scores above 2.50 which is the cut-off point. This indicates that the administrative staff agreed that MIS influences records management of Federal Universities in South-South Geopolitical Zone of Nigeria. The standard deviations for all the items are within the same

range indicating that respondents are homogenous in their mean ratings.

Testing of Hypotheses

The independent t-test analysis was used to test the hypotheses at 0.05 level of significance

Ho₁. There is no significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.

Table 3: Independent t-test of Mean Ratings of Responses of Male and Female Staff on the Influence of MIS on Student's Registration Process in Federal Universities (n=506)

Items	Category of Respondents	N	\bar{X}	SD	df	t-cal	Alpha	p-val.	Decision
1.	Male Staff	368	3.53	.500	504	2.202	0.05	.028	S
	Female Staff	138	3.42	.495					
2.	Male Staff	368	3.40	.543	504	-6.730	0.05	.000	S
	Female Staff	138	3.75	.437					
3.	Male Staff	368	3.80	.401	504	3.139	0.05	.002	S
	Female Staff	138	3.67	.473					
4.	Male Staff	368	3.40	.507	504	-2.512	0.05	.012	S
	Female Staff	138	3.53	.501					
5.	Male Staff	368	3.65	.495	504	2.337	0.05	.020	S
	Female Staff	138	3.67	.473					



6.	Female Staff	138	3.53	.529	504	1.859	0.05	.064	NS
	Male Staff	368	3.75	.440					
	Female Staff	138	3.67	.473					
	Male Staff	368	21.53	2.886	504	-1.981	0.05	.021	S
	Female Staff	138	21.57	2.908					

Note: Level of Sig. = 0.05; NS = Not Significant; S = Significant

The result of the t-test analyses presented in Table 3 above indicated that there is significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities. This is because data in Table 3 showed that the p-val of 0.021 is less than 0.05. From Table 3, only item 6 p-value of 0.064 is greater than 0.05, which implies that the null hypothesis for that item is retained. However, the p-values for all other items (items 1 to 5) are less than 0.05, this implies that the null hypothesis for these items is rejected. From Table 3, the

p-value of 0.021 implies that there is significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.

Ho₂. There is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria.

Table 4: Independent t-test of Mean Ratings of Responses of Highly and Lowly Experienced Staff on the Influence of MIS on Records Management of Federal Universities (n=506)

Items	Years of Working Experience	N	\bar{X}	SD	df	t-cal	Alpha	p-val.	Decision
7.	Less Exp. (0 - 19 yrs)	457	3.75	.439	504	-1.356	0.05	.176	NS
	High Exp. (20 yrs & Above)	49	3.84	.373					
8.	Less Exp. (0 - 19 yrs)	457	3.82	.388	504	3.401	0.05	.001	S
	High Exp. (20 yrs & Above)	49	3.61	.492					
9.	Less Exp. (0 - 19 yrs)	457	3.77	.418	504	1.270	0.05	.205	NS
	High Exp. (20 yrs & Above)	49	3.69	.467					
10.	Less Exp. (0 - 19 yrs)	457	3.90	.304	504	2.552	0.05	.011	S
	High Exp. (20 yrs & Above)	49	3.77	.422					
11.	Less Exp. (0 - 19 yrs)	457	3.85	.356	504	.269	0.05	.788	NS
	High Exp. (20 yrs & Above)	49	3.84	.373					
12.	Less Exp. (0 - 19 yrs)	457	3.49	.500	504	.576	0.05	.565	NS
	High Exp. (20 yrs & Above)	49	3.45	.502					
13.	Less Exp. (0 - 19 yrs)	457	2.66	.529					



					504	-1.381	0.05	.168	NS
14.	High Exp. (20 yrs & Above)	49	2.77	.550					
	Less Exp. (0 - 19 yrs)	457	3.83	.388					
					504	3.282	0.05	.001	S
15.	High Exp. (20 yrs & Above)	49	3.63	.487					
	Less Exp. (0 - 19 yrs)	457	3.81	.393					
					504	1.923	0.05	.055	NS
	High Exp. (20 yrs & Above)	49	3.69	.466					
	Less Exp. (0 - 19 yrs)	457	32.29	4.132					
					504	1.469	0.05	.219	NS
	High Exp. (20 yrs & Above)	49	32.88	3.715					

Note: Level of Sig. = 0.05; NS = Not Significant; S = Significant

The result of the t-test analyses presented in Table 4 above indicated that there is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management of Federal Universities. This is because data in Table 10 showed that the p-val of 0.219 is less than 0.05. From Table 4, items 7, 9, 11, 12, 13 and 15 had p-values less than 0.05, which implies that the null hypothesis for the item is not retained. However, the p-values for items 8, 10 and 14 are greater than 0.05, this implies that the null hypothesis for these items is retained. From Table 4, the p-value of 0.219 implies that there is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria. A cursory look at the result showed that the mean of high experienced administrative staff ($X=32.88$) is greater than the mean of low experienced administrative staff. This implies that administrative staff with 20years and above experience may often make use of MIS for records management in Federal Universities.

Summary of Findings

The findings from this study include the following:

1. Management Information System influences students' registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.
2. Management Information System records management of Federal Universities in South-South Geopolitical Zone of Nigeria.

3. There is a significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities in South-South Geopolitical Zone of Nigeria.
4. There is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria.

Discussion of Findings

Based on the data analysed on the influence of MIS on students' registration process in Federal Universities, the responses of the respondents indicated agreement on influence of MIS on students' registration process in Federal Universities in South- South Geopolitical Zone of Nigeria. MIS facilitates the registration process and other general aspects of school management in a way that data could be easily stored, retrieved and disseminated online. The finding is in line with Plummer (2016) who stated that Administrators and staff could easily 'login' irrespective of their locations to access information regarding a given student and students can log in to access the registration forms and register online after processing their admission. Nakpodia (2018) agrees with the finding by stating that electronic registration opportunities through the use of MIS could play an important role in helping schools with high rates of absence to improve attendance, it saves time and help for easy monitoring of lesson attendance. Through E-registration, students do not queue as usual to register



their courses every semester because they can register at any time from any part of the world. The E-registration also ease the computation of results and accessibility of such results by students. Often, students' registration is a tedious process, again students course registration using the traditional or the manual MIS approach appear stressful and time consuming. However, with the introduction of the modern MIS, students' bio-data registration, as well as students' course registration are made much easier. With the modern MIS, students on local or foreign admissions in countries and universities of unimaginable geographical distance can now complete their registration online with the use of technology. While computers were ideal for routine transaction processing, managers soon realized that the computers' capability of performing rapid calculations and data comparisons could produce meaningful information for management. Management information systems thus evolved out of transaction processing systems. The finding agrees with Evoh (2017) who opined that a management information system, is an information system that generates accurate, timely and organized information that managers and other users can make decisions, solve problems, supervise activities, and track progress. This progress would be to track students' registration.

The analysis of data on the influence of MIS on records management of Federal Universities, the responses of the respondents indicated agreement on influence of MIS on records management of Federal Universities in South-South Geopolitical Zone of Nigeria. MIS is the fastest and accurate means of accessing or receiving, storing, transferring, processing, and sending ideas, perceptions or information. The finding is in line with Alabi (2019) who stated that school administrators use MIS facilities as tools for effective school management to solve problems, enhance communication, keep accurate records and facilitate the planning of school activities. The finding agrees with Akor and Udensi (2016) who opined that management of records in secondary schools could be done through the use of modern ICT storage devices such as hard drives, optical storage media (CD-ROMs, DVD, and Magnetic Tapes).

Educational law in Nigeria requires each educational institution to keep and maintain statutory records

especially in secondary schools. Such records include the scheme of work, staff record register, logbook, cash book, inventory book, admission register, continuous assessment record, and dossier of staff. In every educational setting, information is very crucial for day-to-day operations, School records are very important in the administration of schools and as such require serious attention for the effective and efficient administration of schools at every level of the educational sector. Otaria (2013) supported the finding, the author stated that school records are information banks of what has been done or known, of what is to be done and of how things are to be done. It provides a useful source of information not only for the schools but also for the large society and without record-keeping knowledge and learning would be hampered. The information provides a base for our knowledge and understanding about them and the environment surrounding them. For this purpose, school managers must be able to learn the art of getting information, storing and retrieval the same information the time they desire to retrieve it. MIS is the fastest and accurate means of accessing or receiving, storing, transferring, processing, and sending ideas, perceptions or information. It is very much technology-driven in the shape of tools. Equipment and application-support which helps in the collection, storage, retrieval, use, transmission, manipulation and dissemination of information as accurately and efficiently as possible for enriching the acknowledged developing communication, decision making and problem-solving ability of the users.

Conclusion

On the findings based on hypotheses tested, it was concluded that there is significant difference on the mean responses of male and female staff on the influence of MIS on student's registration process in Federal Universities. In addition, the study also concluded that there is no significant difference on the mean responses of highly and lowly experienced staff on the influence of MIS on records management and decision making of Federal Universities.

Recommendations

Based on the findings of the study, the researcher recommended that:



1. MIS gadgets should be provided by the institution's management, especially in every Department, so that as students come for their registration process, administrative staff, would be able to attend to them with ease using MIS with internet connectivity.
2. Administrative staff should make use of MIS gadgets like Word and Excel in the office for records creation of staff and students when the need arises, as this would ensure safety and easy retrieval of such records in the nearest future.

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