ANALYSIS OF MANAGEMENT INFORMATION SYSTEM (MIS) AND DEMOCRATIC GOVERNANCE IN NIGERIA

ISOKON, BROWN EGBE (PhD),
Department of Social Work,
University of Calabar, Calabar, Nigeria
E-mail: brownisokon76@gmail.com;
Phone: +2347062624516

&

JOSEPH, ERIM EKEH
Email:jeekeh@yahoo.com;
Phone: +2347031122555

&

EGBE, DIVINE BROWN
Department of Social Work,
University of Calabar, Calabar, Nigeria
Email:divinebrown21@gmail.com;
Phone: +2349020772934

ABSTRACT

The utilization of management information system (MIS) in democratic process and governance has made a milestone achievement in western countries today. But in Africa and Nigeria in particular, the case is different as the political elites decide to shun management information system as a support tool for decision making, required for effective democratic governance. The political leadership in Nigeria is yet to come to terms with the importance of scientific and technological management of information that can enhance good democratic government. This is evident during the 2019 electoral processes where electronic voting system was not well utilized, resulting to unwholesome practices such as rigging and ballot box snatching during the electioneering process. Also, political leaders tend to be ignorant or do not have the right aptitude to conduct the affairs of government. The consequence being that political leaders are corrupt, insensitive to the needs of the masses, arrogant, living flamboyant lives at the expense of the populace. This is further shown in the inflationary trends, rampant youth restiveness, terrorism, kidnapping among others. Based on these findings, it was recommended that there should be adequate training and retraining of political leaders on effective utilization of MIS to facilitate their decision making processes. There should also be continuous application of MIS in all aspects of elected and political appointments for enhanced performance. The government should also motivate political leaders to make use of MIS in the management of funds.

Keywords: Non-Utilization, Management, Information, System, Political leaders, Office holders, Democratic, Governance.

INTRODUCTION

In more recent years, the performance of political office holders in Nigeria has come under heavy criticism by the general public. It has been observed that some political office holders do not know what to do or have the right and adequate character and aptitude to manage their official and political responsibilities. Lack of knowledge of the political process make them incompetent which further lead to poor quality services and mismanagement of resources and difficulties in providing democratic dividends to the electorates. Furthermore, the inability of political office holders to inquire, inform, persuade or entertain problems, resulting from poor representation and ineptitude, account for the growing level of indiscipline and social vices among the citizenry. As it stands, the 'grassroots' or the 'common man' in particular and the society in general are grievously disappointed primarily as a result of ineffective representation of political office holders. It is unfortunate that so many of them are unable to adapt their knowledge and skills to the demands of a variety of situations so as to better the lot of the people they represent. It is more worrisome that some political office holders in Nigeria are corrupt to care for the needs of the electorate that voted them into offices. For this reason, they fail to perform at the level established or standards found in developed societies. Thus, discrepancies exist between how well both human and material resources can be utilized for effective representation. As a result of gaps that exists in the representations and governance, one finds that the actual performance of political office holders tend to differ from the established performance standard, and this invariably affect the development of the country negatively.

It has been argued that political leaders in Africa need management information system as a change agent towards good governance and effective representation. In this 21st century, the developed world such as in America and Europe, management information system is the most common form of political support system. It provides opportunity for political leaders to be well informed and to conduct their political decisions based on probity and accountability. Management information system provides political leaders with a variety of programs that can enhance effective decision making and communication process that anchors on feedback mechanism and competitiveness. Management information system can also provide data that would guide political leaders to understand the essence of politics and how it should be practiced, seeing the electorate as the focal point of representation (Akubo, 2014). Management information system can also provide a comparative analysis of political systems across the globe as a yardstick for evaluating political leadership in Africa. Thus, Buldern and Manuel (2010) see management information system as a network of creativeness and innovativeness and capable of influencing political leaders to accept blame and seek for correction, where necessary so as to provide timely, effective and efficient democratic governance.

Indeed, management information system is meant to help political leaders make decisions devoid of selfish tendencies but display selflessness, responsibility, good sense of probity and accountability to the electorate. It can help political leaders to coordinate resources in order to achieve the purpose of political representation (Haloran, 2009). It is concerned with past actions and outcomes and end results. The utilization of management information system would persuade political leaders to be people oriented and to perform their duties involving organized set of people's programs, seek for the right information needed for better planning, control and decision making. With management information systems, political leaders would be able to organize, plan, project, forecast and determines standards. As Davesh (2010) pointed out, effective political leaders are charismatic and decisive, and they have the competences to work collaboratively and supportively to transform the political system. They are familiar with the political terrain and what to do to address issues and in making the political process more interesting.

Ideally, Nigeria today require political leaders that can carry out structural set of operations in form of objective definition, policies design and development of functions and definition of appropriate operations and tasks to achieve those objectives. Such structural tasks can only be effectively carried out if the democratic process is adequately supported by management information system (Durosaro, 2012). It is common knowledge that the democratic institution is increasingly becoming complex. Therefore, the need

for management information system to enhance effective democratic process can therefore not be ignored. It is against this background that this study is proposed to examine the relationship between management information system and democratic governance in Nigeria.

LITERATURE REVIEW

Decision support management information system and democratic governance

The decision support management information system is considered essential in democratic governance of any country. Uzornma (2012), assert that the primary goal of decision support management information system is to support decision making processes as regard documentation, record keeping and information retrieval. He added that the decision support management information system accelerates research, record keeping, and retrieval of information and processing of data. In the political or democratic institutions, where management information system is known by the political leaders, the decision making process can be automated through the use of standard reporting forms and check lists that allow them to use various computer interface moralistic to quickly take decisions concerning their constituencies or the state at large. Ogunsaya (2008) opined that the use of management information system provide critical data to facilitate efficient decisions. He added that decision support management information system help to reduce costs, support long term and short term goals and for the smooth running of the institution and their ability to encourage people to seek more knowledge about anything of their concern. Amanje (2008) identified factors responsible for the poor utilization of management information system in policy decisions to include inadequate financial resource and unavailability of technologies like computers that would support the policy processes.

Similarity, Elimanghe (2012) suggested that lack of motivation, financial constraints and unavailability of soft and hard wares were contributing factors to the poor use of decision support management information systems. He added that the cost of acquiring internet or computer for example is expensive, thus, making acquisition of management information technology to support decision making processes a rare privilege of the wealthy ones in the society. In a similar development, Ekabua and Edim (2014), maintained that decision support management information system is essential considering the dynamic nature of democratic governance in Nigeria. For political office holders to be effective representatives of their constituencies, it is of utmost importance that they use MIS information to analyze, generate, implement, assess, adjust and redesign policies.

Gentle and Ghared (2013) opined that political leaders should utilize decision support management information system for political–based activities. Every aspect of governance in Britain according to Edward (2011), utilize decision support management information system as a means of enhancing creative thinking, self-motivation, problem-solving, decision-making, business, financial, negotiating and interpersonal skills in addition to technical skills as essential for efficient management and leadership effectiveness. Adac (2011) reported that political institutions in the United States are now developing their own customized MIS which are increasingly focused on enhancing efficient decision making processes. It added that the MIS technology had assisted political leaders and other administrators of all spheres to construct scenarios around different intended policy options to determine goals and how to attain these goals. Ayuk (2011) stated that the decision support management information system facilities create opportunity for collaboration among political leaders whereby they work with one another on complex issues involving decision making and problem solving.

Hirch and Stranton (2010) reported that over the last decades, public and private institutions have been inundated with management information systems which had influenced the manner in which the organizations work, how decisions are taken and the methods of providing and documenting their activities. In a similar note, Wendi (2011) argued that advances in management information system have

become an integral link to policy decisions in public domain, such that MIS are now used to analyze systematically and evaluate outcomes in order to have results. Stanly and Boniface (2011) maintained that decision support management information system has facilitated tracer studies, tracking systems and carrying out evaluations during policy implementations.

Ben and Ikpang (2010) noted that decision support management information system have helped politicians take decisions on various vital functions of the political system and that as the system is becoming more sophisticated so is it integrated with the automated record keeping devices of management information system, to facilitate planning and supervision. They further reported that in addition to this automatic processing of data, management information system keeps the record current and further make coordination of political activities and programs easier. In all, this management information system becomes a powerful tool for automated and integrated record keeping, as well as for work assessment, monitoring and evaluation. Voogt and Thoma (2016) opined that political leaders now rely on management information system as a support tool to promote electoral probity, make easy access to information, saves a lot of time, enhances skills in the management of votes as well as enhance effective record keeping. They also found out that management information system have helped political leaders to program their operations and to ensure that they function at optimal level.

Financial management information system (FMIS) and democratic governance

In his attempt to justify the utilization of financial management information system in Nigeria, Frank (2009) maintained that for the sake of sustainability of democracy and electoral process, increased use of financial information system in the management of funds is imperative. To him, the democratic system in Nigeria require consistent and regular use of the financial information system in budget allocations and funding of government projects and programs. Adeoye (2013) adduced that the search for sustainability funding of the electoral process should be contingent upon the fact that the electoral process in Nigeria need financial information system to manage her budgetary allocations. On his part, Effiong (2010) stated that pressure from many quarters always want government to fund electoral processes, through which corrupt practices and over costing take place. But with the utilization of financial information system, the monitoring of cost trends are made easy and over costing checked. This is especially so because the level of corruption in Nigeria is very high, and the only way it can be minimized is to utilize financial information system. Shera and Okon (2016) opined that the finances allocated to government activities such as project executions is inadequate and yet mismanaged in certain quarters. It is therefore contingent upon the financial information system to manage cash flows as well as the spending patterns. Ekpene and Uzor (2013) argued that no government in Nigeria no matter the laws put in place to fight against corrupt practices would be able to succeed without applying financial information system. This is not to discount financial management practices of government, but for us to see the invaluable contribution of financial management information system to prudent management of government funds. It is only financial management information system that can guarantee accountability and judicious spending of government funds. Edem (2009) stated that the issue of determining portfolio structures in the political system has posed great challenge to financial experts and analyst in Nigeria. It has become somehow worrisome that conflicting interests and corrupt practices is taking too much of public funds, yet no substantial impact felt or result recorded. In other words, the public expenditure going into private hands alone is too high for comfort, because this is at the expense of public good (Coy, 2015).

Therefore, the financial information system has the capacity to determine portfolio structures most appropriately. Franklin and Anderson (2011) wonder why the government should be spending huge sum of money without a corresponding return in terms of having good and well-furnished schools with standard libraries, laboratories and other social infrastructures. Berema (2010) reported that many financial information management information systems include tools and options for managing budgets. It help to track spending and align financial resources with the greatest needs of the populace. It was against this

backdrop that scholars like Arubayi (2011) advocated for the complete use of financial management information system in the control and management of the electoral processes in Nigeria. On his part, Zummen (2017) argued that it is the government responsibility to ensure all political parties and all government organs utilizes the financial information system, giving no room for anyone or group of persons to deviate from it.

Jack, Muris and Julik (2015) noted that political parties in the US used financial management information system for various financial purposes, including budget allocations, minimizing electoral fraud, capital investment risks, monitoring cost trends, managing cash flows and determining portfolio structures among others. Adams and Ferbius (2015) revealed that the utilization of financial management information system was facilitated by the use of internet and computer facilities in all political programs and activities in the United States of America.

Financial management information system has become an inseparable entity in all aspects of financial practices in the developed world like USA, United Kingdom and other European countries. The adoption of financial management information system has fundamentally changed the practices and procedures of budget allocations, spending and revenue generations. The movement of the world to digital media and information has made financial management information system and its use in politics to become more important in the 21st century (Adeoye, Oluwole & Blesson, 2013).

Oliver (2010) stressed that financial management information system has impacted on the spending patterns of many political organization and institutions, especially from the way management information system has dominated so much of contemporary politics. Mccausland (2011) affirmed that there has emerged a need for political organizations and institutions to ensure that they utilize financial management information system, so that they would be able to identify, locate, evaluate and monitor their funds and in order to solve financial challenges or problem arising from it. It was reported by Voogt and Hans (2015) that financial management information system has fundamentally changed the practice and procedures of budgeting in the political system in Japan. According to him financial management information system is an indispensable part of budgeting in contemporary world. Freeman (2010) stressed that financial management information system has effectively made political parties in America to perform lofty roles by creating opportunities for political institutions to facilitate fund transactions through e-mail, mailing list, chat room, providing easier financial and more extensive and current information, keeping records of financial transactions, ensuring prompt computation of income and expenditure and so on.

According to Davis and Tearie (2009) and Adeoye (2013) financial management information system has the potential to accelerate, enrich and deepen skills, motivate and cause political leaders to relate financial practices to world standard of financing, and has also helped to create economic viability of political parties. Nelson (2010) noted that the growing use of financial management information systems as tools for easy and effective financial practices has engendered changes in such a way that political institutions are now moving from manual to competency-based financial practices. Yusuf and Adeoye (2013) while writing on the constraints to the use of financial management information system in Nigeria, enumerated a number of factors to include: inadequate funding to support purchase of MIS facilities, lack of training in the use of financial information system, lack of motivation for MIS personnel and the need to adopt financial management information system as a financial tool. They concluded that there are inadequate trained and certified financial information experts in most African countries including Nigeria.

Electronic voting system and democratic governance

Newton (2016) affirmed that most developed nations such as United Kingdom, America, Japan, France use management information system as a strategic tool to conduct electoral processes. MIS is used to recruit electoral officials who can adopt and take advantage of new technologies. Smith (2013) stated that in Canada, only people who are skilled in the use of management information systems are recruited, selected or hired as electoral officials. The evaluation of electoral outcomes is partly based on management information

system. There is ample evidence to suggest that management information is required for outstanding electoral performance in third world countries, especially in their ability to organize free and fair elections (Lawler, 2008). Electronic voting system is being used by a substantial number of countries for voting candidates into political offices (Fariga, 2012).

Theoretical framework
Galbraith organizational information processing theory (1973) was used as a background to this study. This theory was formulated by Galbraith (1973). The theory identifies two components of information that enhances organizational performance. The first component is called information processing needs. The second is known as information processing capability. Usually it is the fit between the two components that bring about optimal performance in any organization. The theory also assumes that quality information enable organizations to arrive at quality decisions and cope with environmental changes, uncertainties and complexities. The theory further assumes that when organizations are able to increase their information needs, they would be able to cope with uncertainties. Another strategy that can be employed to reduce the effect of uncertainty is to develop a buffer, implement structural mechanism as well as information processing capability. These would further enhance the information flow that would enhance organizational effectiveness. Similarly, creating better information flow between organizations such that they are able to address the uncertainty in the supply chain enhances organizational performance.

The implication of this theory to the study lies in the fact that the performance of democratic governance in Nigeria is tied to some important components of the management information system which are: information processing needs and information processing capability and the fit between the two to obtain optimal performance in democratic governance. It implies that the government need quality information to cope with uncertainties that may arise in the system. Quality information will also help the government in making sensible decisions. More so, the government need to develop buffer to reduce the effect of uncertainty and to implement structural mechanism and information processing capability to enhance the information flow and thereby reduce uncertainties in the system.

Conclusion
The non-utilization of management information system has affected democratic governance in Nigeria in many ways. This study implies that the Nigeria government tend to neglect the importance of management information system as a decision support tool to fight corruption, leadership ineptitude and many social vices in the country. As a result of the non-utilization of management information system electoral fraud became rampant. Many political leaders are observed to be incompetent and lack the capability to represent their constituencies. Furthermore, the non-utilization of management information system by political leaders results in hate speeches, advanced fee fraud, kidnapping of innocent persons for ransom, poor infrastructures among others.

Recommendations
The following recommendations were made:
1. There should be adequate provision of management information system to facilitate the decision making processes of political leaders. Besides, it should be made mandatory for every political leader to use it in their decision making process.
2. There should be continuous application of management information system in all aspects of elections and appointment of persons into positions or political offices as a way of enhancing effective democratic system.
3. The government should organize seminars for political leaders, both elected and appointed on how they can utilize management information system.
4. Government should improve on the infrastructural development in the country to help support management information system.

REFERENCES

Adac, M. (2011). Management information system in records keeping in United States. *Developmental Review, 12(2), 265-310*

Adams, P. & Ferbius, H. (2015). *Creating, implementing and managing effective communication strategies in Ghana: state-of-the art lessons for practice*. (2ⁿᵈ edition). Retrieved on 6ᵗʰ July, 2018 from http://www.mapng.org.

Adeoye, C., Oluwole, G. & Blesson, C. (2013). *The use of information technology in organisations: Needs, assessment and evaluation*. 4ᵗʰ Edition. Retrieved from http://www.amazon.com/trainingorganizations-assessment-development-evaluation/dp.

Adeoye, C. (2013). Appraisal of the role of management information system as a change agent for effective administration. *International Encyclopedia of Information and Library Service* (Ed) 2ⁿᵈ Ed. London: Rutledge

Akubo, A. (2014). Proper record keeping and effective management. *Qualitative Management Research* 4(4), 444-463.

Amanje, E. (2008). Factors responsible for poor level of management information system. *Information Management Review. 24(2), 22-30*

Arubayi, E. A. (2011). Factors affecting the utilization of financial information systems by public servants in Ondo State of Nigeria. *Journal of Nigeria Research Association*.2 (7), 28-34.

Ayuk, F. (2011). The benefit of management information system among managers in a Steel Industry in Ghana. Education Administration Quarterly. (12) 66-86.

Ben, O. & Ikpang, U. (2010). Knowledge of management information system in the planning and supervision of staff. *Compendium of papers presentations during the 2010 NLA Annual National Conference   and AGM*, Makurdi. 7ᵗʰ – 12ᵗʰ September, 2010. pp 34-39

Berema, M. (2010). *Perspectives of sustainable development strategies*. *www.inter-Relations/Inor/Dev.*

Buldern, J. & Manuel, O. (2010). Personnel factors in a functional school library. Resources center. *Paper presented at the Nigerian School library Association Annual Conference, Kaduna* on the 22-26 October. Pp. 15-29.

Coy, M. (2015). *Evaluation of management information system in education.* Nigerian Library Journal 5 (1), 21-25.

Davesh, M. (2010). The craft of management information system. *African Journal of Information Management 22 (1), 45-49*

Davis, J. & Tearie, B. (2009). Management information system utilization in the transformation of leadership roles and practices. *Journal of Management, 12(2), 34-43*.

Durosaro, D. O. (2012). Management of records in organizations. In Durosario, D. O. and Ogunsaju, S (Ed.) Ilorin: Indemac. The Craft oEducational Management. Pp. 138-152.

Edem, G. I. (2009). *Sustaining the development steam.* The People's Choice Magazine. (16) 8-9.

Edward, Y. (2011). *The application of information communication technology to library tasks in current concepts in library management in Britain*. Edited by Mahta Boaz. Colorado: Libs Unlimited Inc.

Effiong, U. P. (2010). *The predictive validity of alternative approaches to evaluating financial practices in Nigeria.* Journal of Development Research, 34 (11), 11-24.

Ekabua, C. & Edim, B. (2014). Evaluation of the management information system in Nigeria's tertiary institutions. *Journal of Schools' Administration, 32(3), 324-331*.

Ekpene, E. & Uzor, T. (2013). *The role of MIS in sustainable development*. "MOFINEWS", 8 (7),231-496.

Elimanghe, D. (2012). The knowledge of management information system and its influence in rendering qualitative services. *Journal of Social Behaviour.* 41(1), 8-12.

Fariga, B. (2012). The management information system in political institutions in the United Kingdom. *Journal of Public Administration, 3 (25), 34-45*.

Frank, R. (2009).*Global management of tourism: Lessons Learnt*. Annals of Tourism Research, (5)52-67.

Franklin, O. & Anderson, W. (2011). Nigeria and the goal of human capacity building. Calabar: Andonai Press.

Freeman, G. (2010). *Information communication technology in America: Theory and concept analysis.* (2ⁿᵈ edition). Retrieved on 6ᵗʰ August, 2019 from
        http/www.zeromillion.com/business/personnel/employee.training.htm

Galbraith, J. (1973). Designing complex organization. Addison Wesley: Reading Mass.

Gentle, F. & Ghared, I. (2013). Management information system and administrative effectiveness in Nigerian universities. *Information Management Trends, Accord. 26 (8), 8-12.*

Haloran, P. (2009). The use of management information system in decision making processes. *Educational Administration Journal.* 18(9), 22-39.

Hirch, L. & Stranton, P. (2010). Record keeping and effective management of educational sector. *Journal of Commonwealth and Comparative Studies33 (1), 309-342.*

Jack, D., Muris, H. & Julik, O. (2015). Information communication technology: Leading a change process to improve health services delivery. *World Educator* 84 (8), 658-661

Lawler, S. (2008). Management strategies on the effective keeping of records. *The Journal of Curriculum Research, 32(8)21-36.*

Mccausland, V. (2011). Access to management information systems and information communication technology by experience workers. *International CIGR e-journal. Manuscript EE05013. Vol. VIII, March.*

Nelson, M. (2010). Political leaders' access to management information system and effective representation. *Journal of Developing Societies. 67(5), 16-33.*

Newton, P. (2016). Information communication technology and leadership effectiveness in colleges in the United Kingdom. *International Researcher*, *89(1), 112-119.*

Ogunsaya, W. (2008). Assessment of non-academic staff level of awareness of management information systems and its application. *South African Journal of Management*, 29(2),171-184.

Oliver, I. J. (2010). *Understanding information communication technology in organizations. The Arizona Journal of International and Comparative Information Systems Online 19(1, 61-73).*

Shera, D. & Okon, L. (2016). *The new economy and spending patterns*. Review of Economics and Statistics, 83(3): 434-445.

Smith, V. (2013). Assessment of management information system in a local government area, Lagos State, Nigeria: a case study. Journal of Library, Archival and Information Science 12 (1), 59-61.

Stanly, K. & Boniface, H. (2011). The impact of management information system on educational administration, instructional delivery and learning processes. *Paper delivered at a seminar organized by the CITN.*

Uzornma (2012). Staff attitude towards information communication technology use in tertiary institutions in Nigeria. *Journal of School Administration.* 76(5), 19-27.

Voogt, W. & Hans, Z. (2015). Fundamentals of management information systems for democratic governance. *IOM Nairobi Bulletin 5 (6), 1.*

Voogt, W. & Thoma, B. (2016) Management information system for political leaders' efficiency and quality job performance. *Journal.* 39 (4) ABI/Information Research 949-969.

Wendi, P. (2011). The impact of management information system on administrators in a suburb district of Mumbai. *Promotion International* 18 (4), 327-337.

Yusuf, P. & Adeoye, C. (2013). Stages of management information systems utilization towards enhancing effective leadership in Nigeria. Journal of ICT, 76(8), 102-1012.

Zummen, A. (2017). *Management information system: tool for leadership excellence.* Francisco: Chandler Publishing Company.