

## **INFORMATION SYSTEM MANAGEMENT AND ORGANIZATIONAL EFFECTIVENESS OF BANKS IN RIVERS STATE**

**DURU GEORGE CHUKWUDI<sup>1</sup> and B. CHIMA ONUOHA<sup>2</sup>**

<sup>1</sup>Doctoral Student, Department of Management, University of Port Harcourt, Rivers State, Nigeria.

[kingenthronbygod@gmail.com](mailto:kingenthronbygod@gmail.com)

<sup>2</sup>Professor of Management, Department of Management, Faculty of Management Sciences, University of Port Harcourt, Rivers State, Nigeria.

[chimaonuoha2005@yahoo.co.uk](mailto:chimaonuoha2005@yahoo.co.uk)

### **ABSTRACT**

This study investigated the relationship between Information System Management and Organizational Effectiveness of Banks in Rivers State. The participants comprised of 212 bank staff sampled from ten (10) banks in Rivers State. A survey research design was used and questionnaires were administered. The research utilized spearman rank correlation coefficient which demonstrated that there is a noteworthy link between information system management and quality products of banks. Additionally, there is a critical connection between information system management and firm adaptability on one hand and expanded market share on the other hand. Subsequently, the investigation suggests among others that precise and opportune data be given in our banks in order to enhance their execution the more. That information system administration be connected in significant parts of banks administrations, and furthermore bank experts develop a methodical training of bank staff in the region of money related information system.

**Keywords:** Adaptability, Content-Oriented information Management, Increased market share, Information system management, Organizational Effectiveness, Product quality, Technology-Oriented information Management.

## INTRODUCTION

Contemporary firms today, see data as being of incredible significance simply like land, work and capital. Previously, man has worked to accumulate, store, process and recover data. These endeavours are gone for guaranteeing that such data are influenced accessible for use on genuine to time. Thinking about the fundamental part of data towards the accomplishment of firms, man has attempted in differed approaches to record and spread data in his journey to handling challenges viably. Data and correspondence innovation have changed the substance of the world. It supplies a manager with aggressive edge over others in the present focused business condition. Each firm has a method for required. For the most part information, gathering it, preparing it, rasing it, recovering and utilizing it as the arrangement of doing this might be formal or casual. As firms develop, they tend to transform from a casual to formal approach of doing this. This development in size and multifaceted nature required the move to a formal framework utilizing PCs, updates reports, working explanations, monetary records and projects as instruments in firm information system.

Data will be information that has been prepared in significant and usable shape and it contains learning that lessens vulnerability specifically circumstance (Senn, 1982). As per Kanter (1987), information is a crude material, which is a coded portrayal that can be prepared, put away, recovered and conveyed. He additionally characterized correspondence as the transmission of information starting with one side then onto the next utilizing a few media like phone, microwave satellite and PCs. Data administration is the accumulation and administration of data from at least one source and the appropriation of that data to at least one crowds. It is a composed technique for giving past, present and projection data identifying with inward activities and outside knowledge. It bolsters the arranging, control and operational elements of firm by outfitting uniform data in the best possible time span to help the decision-making process (Ottih 1995).

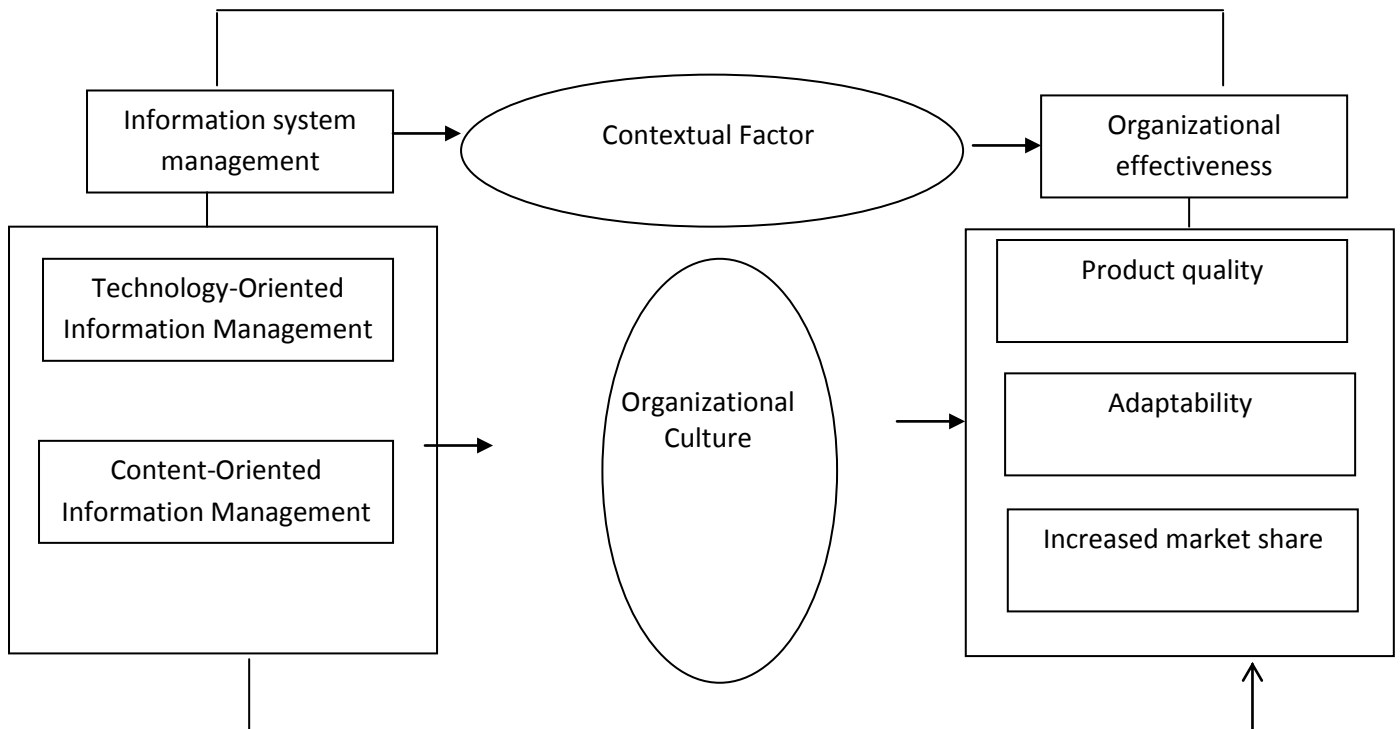
Each firm needs valuable and significant data to be successful in every one of its exercises. Adequacy is wide idea and is hard to quantify in firm (Daft, 2003). It mulls over a scope of factors at both the organizational and departmental levels. It assesses the degree to which the numerous objectives of the firm are accomplished. Organizational effectiveness relates to goal attainment. An individual, group or a firm, that accomplishes their objectives are said to be successful and have utilized their assets to accomplish a powerful result. Nonetheless, organizational effectiveness is the idea of how compelling a firm is in achieving the outcomes the firm means to produce (Connolly, Conlon & Dutsch, 1998). It is likewise the net fulfillment of all constituents during the time spent assembling and changing contributions to a productive way (Mathew *et al*, 2005). Information management straightforwardly impacts how administrators choose, design and what products and administrations are created in a firm. Information management is esteemed to be a framework which gives firm's best administration and even lower level administration with proper data in view of information from inward and outside sources, to permit them settle on powerful and convenient choices that best accomplish their organizational objectives and fulfill partner necessities (Argyris, 1971). All the more in this way, information management helps work groups from the different units of the firm to interface with each other and in this manner level

correspondence is advanced. It likewise encourages firms to be far reaching enough to address the present issues, enhance and encourage information sources and the dissemination of that data to at least one audience.

### **Statement of the Problem**

As indicated by O'Breien, (1996), a noteworthy issue zone in banks is that supervisors and clients are being furnished with sub-par data, product and services. The performance of banks is injured by moderate preparing of business exchanges, which restrict workers' endeavours and hurt clients' benefit. End clients are not getting the required data they need, and they are investing excessive energy attempting to gain such data, which diminishes the time spent on other administration obligations (Denison, 1990). Thus, the nature of data frameworks and association's administration conveyance has endured. In the light of the above issues, we will look at if data administration has added to the diminishment of time spent on obtaining precise and dependable data by both administration and clients and furthermore whether the nature of products and administrations of banks have expanded. Data administration is, and will remain a noteworthy impetus of positive change in Nigerian banks and banking segment for the most part require positive changes that will encourage a diminishment of budgetary blunders and a change in client's administrations.

## Conceptual framework of the relationship between information system management and organizational effectiveness



Sources: conceptualized by the researcher, 2018

It is deserving of note that this examination should express the factors that make up the dependent and independent factors in three reasonable structures; the criterion variable is organizational effectiveness, while the predictor factor is information system management. The predictor factors are liable to control by the firm, while the criterion factors are liable to control outside the control of the scientist. The criterion variable which involves product quality, adaptability and increased market place. Be that as it may, since the predictor variable is liable to control by the firm, the way of life of the firm must be put into thought before expressing the methods for accomplishing organizational effectiveness.

### Objectives of the Study

The accompanying are the reasons for which this investigation is being embraced;

- i. To examine if any relationship exist between technology-oriented information and organizational product quality.
- ii. To examine the extent to which technology-oriented information can influence organizational adaptability.
- iii. To examine the extent to which technology-oriented information can improve increased market share of an organization
- iv. To examine if content-oriented information can influence product quality of an organization.
- v. To identify if content-oriented information can influence organization adaptability.

- vi. To identify if content-oriented information can increase market share of an organization.
- vii. To find out the degree to which organizational culture will direct the connection between information system management and organizational effectiveness.

### **Research Hypotheses**

Research hypotheses is elective announcement articulation about the relationship been at least two factors. The accompanying hypotheses were tested for the investigation:

- HO1: There is no significant relationship between technology-oriented information and organizational product quality.
- HO2: There is no significant relationship between technology-oriented information and organizational adaptability.
- HO3: There is no significant relationship between technology-oriented information and increased market share.
- HO4: There is no significant relationship between content-oriented information and organizational product quality.
- HO5: There is no significant relationship between content-oriented information and organizational adaptability.
- HO6: There is no significant relationship between content-oriented information and organizational increased market share.
- HO7: Organizational culture does not significantly affect the relationship between information system management and organizational effectiveness.

### **Concept of Information**

Data is characterized in Oxford Advanced Learners Dictionary to signify "something told, news or knowledge given". As per Ottih (1996), data will be information that has been handled in a way that is useful to the beneficiary. He additionally watched that the motivation behind social occasion and handling data in the firm is to empower supervisors settle on better choice. Nonetheless, Clarke (1996) characterized data as prepared information which can be utilized by individuals for compelling, arranging and control of the firm to accomplish firms' objective.

Senn (1982) saw information as data that has been processed into meaningful and usable form, and it contains knowledge that reduces uncertainty in particular situations. This perspective further adds to those which perceived information as having a derived demand. In a similar vein, Antill and Clarke (1991) characterized data as the result of important preparing of information which empowers an individual to pick up learning with a specific

end goal to have the capacity to settle on choice. This suggests data helps the manager by giving him a sensible foundation and the required learning for choices.

Uzomah & Uzomah (2000) depicted data as the demonstration of exchanging thoughts starting with one individual then onto the next to be utilized to decision making and achieving the objectives and goals of the firm that utilizes them. Lucev (1987) characterized data as information that have been deciphered and comprehended by beneficiary of the message. In the above definition, the client decides if the message or report contains information or data in light of his comprehension of the passed on message.

### **Information System Management in Organization**

In the new worldwide economy which is presently controlled by the stupendous advances in data administration and globalization, relatively every labourer who cares approaches huge thoughts. The manager can similarly approach machine and fund continuously and generally at similar terms. Pender (2007) contended that we entered a time of adaptable administration in which the best need of the corporate world today is having pioneers who can adjust to the changing business elements and condition. The above position exudes from the way that the data and aptitude that tackled organizational issues yesterday have either ends up lacking or abruptly end up out of date.

Information system management has been differently depicted and characterized attributable to the mixed idea of the term. Ottih (1996) characterized it as any framework for handling exchanges, information and for giving data support to administration decision making. An association has exchanges that must be prepared with a specific end goal to do its everyday exercises. The finance must be readied, deals and demands for provisions must be posted, and stock utilization must be consistently shown. These and many others are clerical activities that follow routinized procedures.

Woilnik (1988) characterized data administration as the arranging, association and control of data usage, data frameworks and data foundation in an association. Web characterized it as the accumulation and administration of data from at least one sources and the conveyance of that data to at least one group of people. This occasionally includes the individuals who have a stake in, or a privilege to that data. He additionally said data administration involves arranging, recovering, getting, securing and looking after data.

### **Importance of Information System Management**

The subject of information system administration has turned out to be essential and maybe basic for some associations today. This is the situation whether the associations are private benefit looking for firms or government claimed charitable associations. Ouhi (1996) called attention to a few factors that have prompted this development in significance and notoriety of MIS. They include;

- i. **Increased size of organizations:** Data has dependably been vital for errand of overseeing associations. The volume of data required today for the administration assignment has expanded. One purpose behind this hop in volume of required

measure of data is the expanded size and unpredictability of the present associations.

- ii. **Environmental changes:** The external factors influencing business operations were previously relatively stable. Some of these factors are the economy, government and legal factors, competition, consumer and social factors, among others. Most of these factors are in a state of flux today. The rate of change in the economy can only be described as turbulent. Changes in the political structure and in the laws and policies affecting business are equally numerous. Experts have described this culture of discontinuity as being bad for business.
- iii. **Advent of the computer:** The coming of PC innovation has instigated enthusiasm for MIS advancement. Firms have dependably had frameworks for information preparing and administration bolster. These frameworks were manual and mechanical and did not offer much hope for gathering the data needs of extensive scale firms. The coming of the capable devices of PCs has broadened business and firm abilities for the accomplishment of the MIS idea.

### **Management Information System in Banks**

The huge size modern firm and the rate of ecological changes have made the requirement for powerful MIS basic. The utilization of the PC to business information preparing has radically expanded the speed and efficiencies of information handling responsibilities of firms. It has additionally reinforced the limit of data frameworks in data and choice help. Notwithstanding these, more knowledge has been accomplished in the theoretical bases of MIS advancement and activity. But in spite of these gains there are reports of low success rate of the MIS even in the highly developed economies. The majority of the reasons found to have caused the non-association of managers in MIS improvement and administration, and to the over accentuation on the PC. The particular reasons given are as per the following:

- i. Absence of administration contribution in the plan of the MIS.
- ii. Narrow and or inappropriate emphasis of the computer system.
- iii. Under concentration on low level data processing application particularly in the accounting area.
- iv. Lack of management knowledge of computers.
- v. Lack of knowledge management information requirements and of organizational problems by information technologists.
- vi. Lack of management support.

Exceeding efficiencies and adequacy of data frameworks can be accomplished through more noteworthy inclusion of managers in the plan and activity of management information system, diminishment of accentuation on the PC framework and the procedure see, a more prominent utilization of the incorporated idea of the MIS and the improvement and utilization

of auxiliary and other calculated systems for more noteworthy viability PC preparing for administrators, and administration and institution gratefulness course for data technologists.

### **Organizational Effectiveness**

Cunnighan (1977) kept up that the idea of organizational effectiveness is a slippery one, that there is no single method for characterizing it. This might be because of the numerous criteria utilized and the numerous definitions accessible for the idea. Georgopoulos & Tannenbaurn (1959) have it that for an association to be powerful, it must be profitable, adaptable and need organizational strain. This view is supported by Caplov (1964). Who perceived effective organization as one that has "stability, integration voluntarism and achievement" For him, a successful firm isn't just steady however accomplishes objectives. Lawler (1972) in his comprehensive model believed that "successful firms are based on powerful people who work adequately in groups". This view is supported by (Vroom, 1964, Haire, Ghiselli. and Porter, (1966: and Lawler and Porter, (1967 in Dede, 2001). They are of the feeling that since the people make up the groups which make the association, on the off chance that they are viable, the association will likewise be viable. For them, organizational effectiveness is controlled by individual-related factors, amass level factors and firms' level factors.

The customary way to deal with viability tends to recount just piece of the story separately. This prompted the presentation of the current integrative approach, which perceives the way that association do numerous things and have numerous results. It hence consolidates a few pointers of adequacy into a solitary system. These current ways to deal with adequacy are known as contemporary viability methodologies and comprise of partners approach (Daft, 1998). The partners approach evaluates the fulfillment of partners as a sign of association's execution (Tusi. 1990, Connellv et al, 1980). From considerations, seven partner bunches have been recognized which incorporate — proprietors, workers, clients, loan managers providers, group and government (Friedlander and Pickle, 1968). This approach demonstrates that adequacy is a complex multidimensional idea that has no single measure (Cameron, 1984). Late research has demonstrated that the appraisal of partner bunches is a precise impression of adequacy particularly as for versatility (Tusi, 1990).

Four models of effectiveness values have been recognized by Qinn and Rohrbaugh (1983) — Human relations display, open frameworks demonstrate, levelheaded objective model and inner process show. The human relations display mirrors a blend of inside concentration and adaptable structure. Administration is concerned about the improvement of HR. Open system model reflects external focus and flexibility. Management's primary goals are growth and resource acquisition. The sane model mirrors the estimations of basic control and outer core interest. Management's primary goals are productivity, efficiency, and profit. Internal process model reflects internal focus and structural control. Management's primary goals are stability and equilibrium.

### **Product Quality**

Quality in business has a businesslike translation as non-inadequacy or predominance of something. It is likewise characterized as wellness for reason. Quality is a perceptual,



contingent, and to some degree subjective characteristic and might be seen contrastingly by various individuals (Olaoye 1985). Clients may center on the particular nature of a product administration, or how it thinks about to rivals in the commercial center. Makers may gauge the conformance quality, or degree to which the item benefit was created accurately. Bolster staff may gauge quality in the degree that a product is solid, viable, or supportable. A quality product has the ability to perform satisfactorily in service and is suitable for its intended purpose (Okechukwu 1983). There are five parts of value in a business setting:

- i. Producing- providing something
- ii. Checking-affirming that something has been done accurately
- iii. Quality Control-controlling a procedure to guarantee that results are unsurprising.
- iv. Quality Management-coordinating an association so it advances its execution through examination and change
- v. Quality Assurance-acquiring certainty that a product or administration will be attractive. Overseeing quality is central to any action and having a reasonable comprehension of the five viewpoints, estimating execution and making a move to enhance its fundamental to an association's survival and development.

### **Adaptability**

As indicated by Andresen & Gronau (2005), adaptation in the field of firm administration can all in all be viewed as a capacity to change something or oneself to fit to happening changes. As for business and assembling frameworks and procedures, flexibility has come to be seen progressively as an essential factor for their effectiveness and monetary achievement. To decide the flexibility of a procedure or a framework, it ought to be approved concerning a few criteria. Wiendah, (1990) considered it to be a fundamental element of an assembling framework. The need to consider flexibility emerged with regards to industrial facility arranging, where it is a target to create particular versatile frameworks.

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### **Increased Market Share**

Market share is the organization's deals as a level of the deals in its objective market (Czinkota et al, 1997). This implies in vital administration and promoting. Piece of the

overall industry is the rate or extent of the aggregate accessible market or market section that is being adjusted by an organization. Market share is the offer of general market deals for each brand. it can be cited as far as volume (e.g the brand has a 10.% offer of the aggregate number of units sold) or regarding value (Czinkotaetal, 1997).

Market share can possibly expand benefits. Studies have demonstrated that, by and large, gainfulness ascends with expanding market share (Kotler and Armstrong. 200 1). In light of these discoveries, numerous organizations have tried to grow piece of the overall industry to enhance gainfulness. Piece of the pie is vital on the grounds that it causes one to know the quality of the association whether they are pioneers or minor players and furthermore if the association is as yet holding, picking up or losing offer of its objective market (Kotler, 1999).

### **Methodology**

Research configuration as per ICAN Study Pack is a plan or plan that is utilized by the scientist for particular structure and system in exploring the relationship that exist among factors of the investigation in order to empower the researcher gather information which will be utilized for the examination. Baridam (2001) considered it to be a structure or an arrangement that is utilized as a guide in gathering and examining information for the investigation.

Two types of research design are commonly used in research; experimental and quasi-experimental research design. Since this examination is in the managerial sciences, quasi-experimental plan is generally fitting. Furthermore, a survey approach was adopted for surveying the respondents.

### **Sampling Procedure/sample Size Determination**

Population is the available parts of the enumeration regularly expressed in quantitative terms that is numbers/figures. It is comprised of particular possible qualities, occasions, components, individuals, subjects or perception, which identify with the circumstance of enthusiasm for the investigation to be directed. The target populace for this investigation comprises of all the recapitalized banks in Nigeria. Studying the entire population will be varied cumbersome due to information mortality. Thus, we have to choose an available populace of the considerable number of banks in Rivers State. The systematic sampling strategy was utilized as a part of deciding the accessible populace. To utilize this method, the scientist initially chose to ponder (10) subjects in the populace (n). Since we know the aggregate number in the populace (N). This is given by the rundown of banks in Port-Harcourt, Rivers State. We essentially separated N by n in deciding the testing interim to apply to the rundown

$$N/n = 20/10 = 2 \text{ Approximately } 2$$

Furthermore, information from the human resource department of the 10 banks under study show their managerial strength (Top, Middle and Lower levels) at their Area Offices.

The sample measure utilized as a part of this examination was resolved at 5% level of importance utilizing Taro Yamane's formula exhibited by Baridam (2001).

$$n = \frac{N}{1 + N(e)^2}$$

Where n = sample size

N = population size

e = level of significance (0.05) This implies

$$n = \frac{400}{1 + 400(0.05)^2} n = 400$$

n =

By utilizing this sample methodology, it implies that every one of the 400 adequate populace has break even with odds of being picked among the 212 sample to be utilized for the investigation. At that point we receive this examining system as it guarantees a reasonable portrayal of the number of inhabitants in intrigue.

### **Data Collection Method**

Two principle instruments were utilized for the gathering of information for this examination. These include: Questionnaire and Personal/Oral Interview.

A comprehensive questionnaire was designed for this work. Adequate care was taken to eliminate possible duplications and ambiguous questions that may render it inexplicit. The questions would be for the most part organized utilizing 5-point Likert compose scale notwithstanding the arrangement made toward the end with the expectation of complimentary remarks by the respondents. The questionnaire will contain questions requested to evoke data on the connection between information management and organizational effectiveness of the respondent's bank.

Over the span of controlling the survey, arrangement of oral inquiries will be put to the respondents with the end goal of clarification of issues that may emerge there from and for clearness of sentiment of the respondents.

The nature and sort of information acquired impact the information investigation method to be utilized. The study involves a test of relationship. Hence in dissecting the information for this examination, the Spearman Rank Order relationship co-efficient is suitable for the trial of the hypotheses. The Spearman Rank Order Correlation (SMROC) is typically assigned as Rho. It positions matched perceptions, hence requiring at any rate ordinal information. Rho symbolized by rs, measures the level of connection between two arrangements of positioned perceptions. In different words, it shows the level of viability in anticipating one positioned variable as in view of another positioned variable.

The Statistical Package for Social Sciences programming will be utilized for the investigations. As per Baridam, (2001), Rho expect any an incentive from - 1 to +1 demonstrating impeccable connection and 0 or no relationship. The rank connection coefficient has the Following equation:

$$rsI = \frac{6 \sum d^2}{N(N^2-1)}$$

Where:

$\sum d^2$  = sum of the squared differences in the ranking of subjects on the variables.

N = Number of subjects being ranked.

## RESULT AND DISCUSSIONS

In this examination, the aggregate number of two hundred and fifty (250) copies of questionnaire were set up by the researcher and conveyed to the respondents (Top, Middle and Lower Level Management of the chosen Banks in Rivers State. In any case, out of the aggregate of two hundred and fifty (250), two hundred and twelve (212) were returned and effectively filled after they were altered.

**Table1: Administration and Retrieval of Questionnaire**

Total number of banks	Numbers of copies of the questionnaire	Number of copies of the questionnaire retrieved	Number of useful copies of the questionnaire	Number of success(%)
10	250	212	212	84.8

**Source: survey data, 2017**

**Frequency table 1.**

**Demographic variables**

**Age bracket**

		Frequency	Percent	Valid percent	Cumulative percent
Valid	18-32 years	70	33.0	33.0	33.0
	33-42 years	50	23.6	23.6	56.6
	43-52 years	64	30.2	30.2	86.8
	53 and above	28	13.2	13.2	100.00
	Total	212	100.0	100.0	

**Source: survey data, 2018**

Table 1 above shows that of the respondents to the survey, 70 (33.0%) fall into the age bracket 18-32, 23.6% fall into the age bracket 33-42, 64(30.2%) fall into the age bracket 43-52, 28(13.2%) fall into the age bracket 53 and above.

**Marital status table 2**

		Frequency	Percent	Valid percent	Cumulative percent
Valid	Single	55	25.9	25.9	25.9
	Married	157	74.1	74.1	100.0
	Total	212	100.0	100.0	

**Source: survey data, 2018**

Table 2 shows that marital status of the respondents to the survey, 55 were single (25.9%) 157(74.1%) were married.

**Educational background: table 3**

	Frequency	Percent	Valid percent	Cumulative percent
Valid OND	78	36.8	36.8	36.8
HND/BSc	92	43.4	43.4	80.2
MSc/MBA	36	17.0	17.0	97.2
Ph.D	6	2.8	2.8	100.0
Total	212	100.0	100.0	

**Source: survey data, 2018**

Table 3 shows that of the respondents to the survey, 78(36.8%) are OND holders, 92 (43.4%) are HND/BSc holders, 36(17.0%) are PGD/MBA/MSc holders, 6(2.8%) hold Ph.D qualification.

**How long have you worked in the organization? Table 4**

	Frequency	Percent	Valid percent	Cumulative percent
Valid 1-3 years	45	21.2	21.2	21.2
4-6 years	50	23.6	23.6	44.8
7-9 years	80	37.7	37.7	82.5
10 years and above	37	17.5	17.5	100.0
Total	212	100.0	100.0	

**Source: survey data, 2018**

Table 4 above shows that 45(21.2%) have been with the organization for 1-3 years, 50(23.6%) have been with the organization for 4-6 years, 80(37.7%) have been with the organization for 7-9 years, 37(17.5%) have been with the organization for 10 years and above.

Based on the Findings above, it was concluded that corporate culture moderates the relationship between Information System Management and Organizational effectiveness within the Nigerian Banking Industry.

**Discussion of Findings**

The study dwelt on Information System Management and Organizational Effectiveness of Banks in Rivers State. Throughout completing the examination, hypotheses were planned to successfully address the real goals of the investigation and they were tested at 0.01 level of hugeness.

The main theory expresses that "There is no critical connection between technology-oriented and organizational product quality". This hypothesis was tested with Spearman's rank order connection and a huge and positive connection of 0.732 was uncovered. This result was upheld by the attestation of numerous respondents who placed that the arrangement of technology-oriented data to representatives upgrades bank activities and henceforth the product quality being enhanced by utilizing data framework. This is in accordance with the situation of Uzomah & Uzomah (2000) which trusts that arrangement of data by exchanging thoughts starting with one individual then onto the next is utilized for decision making, giving great product quality and accomplishing the objectives and goals of the firm.

The second theory expresses that "There is no noteworthy connection between technology-oriented data and organizational adaptability". This hypothesis was tested with Spearman's rank order correlation and a significant and positive relation of 0.658 was revealed. This result was bolstered by the attestation of numerous respondents who set that a bank receptiveness to new thoughts will impact its versatility ability to have the capacity to use assortment of innovation data prepared keeping in mind the end goal to complete its everyday exercises.

This is in accordance with the situation of Walter (1995) who characterized data framework administration as a composed technique for giving past, present and anticipated data identifying with inward activities and outer insight. It underpins the arranging, control and operational elements of an association by outfitting uniform data in the best possible time period to help the decision making process.

The third hypothesis states that "There is no critical connection between technology-oriented data and expanded market share". This hypothesis was tested with Spearman's rank order correlation and a significant and positive relation of 0.784 was revealed. This result was upheld by the statement of numerous respondents who placed that a solid and versatile culture extend their banks market share When a bank finds that representatives can settle on helpful choices with data in the association, the bank can unhesitatingly appoint expert and this tends to improve viability in banks which currently prompts increment rate deals in its objective market.

This is in accordance with the situation of Mc offer & Von Glinow (2003) which contends that solid and versatile culture is important for associations to keep up and extend their piece of the overall industry and subsequently being powerful.

Mc share & Von Glinow (2003) trust that through this versatile culture in the association and data sharing, workers contribute seriously to the association.

The fourth hypothesis states that “There is no noteworthy connection between content-arranged data and organization product quality”. This hypothesis was tested with Spearman’s rank order correlation and a significant and positive relation of 0.894 was revealed. This result was bolstered by the attestation of numerous respondents who placed that his/her association (bank) has a reasonable comprehension of value administration in sourcing for outside data and that their bank is known for quality products/administrations. This thus influences workers to make the most of their occupations given them (representatives) the chance to utilize their aptitudes and capacities, and furthermore give them the chance to assortment of undertakings. This is in accordance with the situation of Walter (1995) which portrayed data administration as a sorted out strategy for giving past, present and projection data identifying with inward activities and outer intelligence(content - oriented).

The fifth hypothesis states that “There is no significant relationship between content-oriented information (Record management, human centered information, provision of external information, and information resource management) and organizational adaptability”. This hypothesis was tested with Spearman’s rank order correlation and a significant and positive relation of 0.973 was revealed. This result was bolstered by the declaration of numerous respondents who placed that a representative can just impact the association when he/she has a more profound information of the association. An employee can only contribute to issues at stake only when he/she is rooted in knowledge about the issue.

This is in accordance with the situation of Steineck (1993) which states that notwithstanding the major comprehension of the business, information of a worker reached out to knowing the organizational mission, vision, objectives and capacity.

The sixth hypothesis states that “There is no critical connection between content-oriented data and organizational expanded market share”. This hypothesis was tested with Spearman’s rank order correlation and a significant and positive relation of 0.882 was revealed. This result was bolstered by the attestation of numerous respondents who placed that a worker who acknowledges testing works at that point to develop and gain more information to work adequately and proficiently in the association. This is in accordance with the situation of Vandenberg (1996), which expresses that the procedure of information suggests abilities of the present work itself.

The seventh hypothesis states that “Organizational culture does not altogether influence the relationship that exists between information system management and organization effectiveness”. This hypothesis was tested with Multiple Regression and Partial Correlation, whereby organizational structure is the moderating variable and a significant and positive relation of 0.487 was revealed. This is in accordance with the situation of Lawer and Mohrman (1992) which expresses that through remunerating for greater execution, pioneers endeavour to coordinate representative inclusion in decision to the accomplishment of the association and the organization.



## **Conclusion and Recommendation**

The research suggested that our bank managers require workable and sufficient information system management to be viable and proficient. The three parts of organizational leadership examined are item quality, flexibility and expanded piece of the overall industry. The information gathered and broken down uncovered that information system administration positively affects the viability of banks. It is envisaged that if our banks have good and quality information system management, their level of effectiveness would increase.

To guarantee that banks in Nigeria end up powerful and productive, the advantages of good and quality information system management ought to be satisfactorily tapped. Giving the discoveries of the exploration, the accompanying proposals are made for arrangement producers, bank directors and the examination group to consider

1. Satisfactory data framework administration ought to be given in our banks and concerned experts ought to guarantee its arrangement.
2. Bank managers and chief executive officers should ensure that ICT is applied in all major aspects of bank services and also evolve a systematic and continual training programme for bank staff of technology utilization.
3. Each bank staff ought to be made to be aware of the need to enhance the nature of administration through ICT.
4. Government should ensure that adequate power supply is supplied to banks in order to avert the dangers of system failure.

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