

OFFICE SYSTEM AND ORGANIZATIONAL SUCCESS OF SELECTED BANKS IN PORT HARCOURT

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ABSTRACT

This study examined the relationship between information system and organizational success. Information system was operationalized into two dimensions. These are: decision support system and management information system. On the other hand, organizational success was measured in terms of market share and sales growth. The study adopted cross-sectional research design was used. The population of the study was twenty-two (22) registered banks in Port Harcourt. However, the target population of this study was five (5) selected banks in Port Harcourt. The sample size of this study was one hundred and twenty-one (121) respondents as determined from a total population of one hundred and seventy-three (173) employees and managers of the selected banks in Port Harcourt using Taro Yamane formula. Data were collected through a semi-structured questionnaire that was designed in the Likert 5-point scale of strongly agree to strongly disagree. Data were analyzed using descriptive statistics of mean, standard deviation, frequency distribution, and pie chart. Inferential statistics of Pearson Product Moment Correlation was used to test the six hypotheses. These analyses were done with the aid of the Statistical Package for Social Sciences, Version 23.0. From the data analysis showed that information system has a very strong, positive and statistically significant relationship with organizational success of selected banks in Port Harcourt, and this finding is in line with findings of similar previous studies; the researcher recommendations that management of banks should as a matter of necessity and urgency focus more on regular use of decision support system, management information system and transaction processing system as the will enhance their growth and success and it is essential for banks to keep in line with development in technology, information, and communications in order to improve their management information system and consequently the market share process.

INTRODUCTION

All over the world, the ways of doing business have continued to change in the two decades and what is happening in Nigeria is not an exception. Evidence of change is shown in the involvement and utilization of modern technology in virtually every aspect of business transactions. Technology is developed to solve problems associated with human needs in more productive ways. If there is no problem to solve, the technology will neither be developed nor adopted. In order to keep up with demands of a globally integrated marketplace for service and product, organizations are increasingly turning to adopt information system to drive

innovation and design products and services that are both effective and efficient. Information system typically include an Information and Communication Technology (ICT) component but are not purely concerned with ICT, focusing instead on the end use of information technology. Information systems are also different from business process because they help to control the performance of business processes (Piccoli & Pigni, 2018). Furthermore, Lucey (2015) stated that information system has become synonymous with computer; yet both concepts are not exactly the same because information system existed in the life of pre-modern organizations long before the advent of the computer technology. This argument is substantiated by the fact that computer was not in use when organizational kept records using traditional and manual mechanism to manage information. According to Jehad, Nazem and Fayeze (2016) continuing stream of information technology innovation, combined with new business practices and superb management decisions may transform the way we do business, the way revenues are generated, and the way customers receive products and services.

The growth of enterprise-wide information system that provide extraordinarily rich data to managers on customers, suppliers, and employees, means that managers no longer operate with limited information as they now have nearly instant access to the important information they need to make accurate and timely decisions that influence organizational success. Organizational success is the degree to which a firm focuses and realizes its goals. Goals and objectives are the reasons for firm's existence and such objectives. The success of an organization is a planned and deliberate effort of people who are working in the organization. As a result, employees' behaviour, attitude, strategies, and knowledge all play an important role in organizational success (Dickson, 2021). However, one of the ways through which organizational success can be achieved is information system. Thus, Samar and Rawan (2018) noted that information system is an effective tool to achieve the objectives the business organizations covering the application of people, documents, technologies, and procedures by management accountants to solve business problems such as decision-making, costing a product, service or a business-wide strategy, all of which contribute to organizational success. According to Young-Harry and Oparanma (2018) information system are transforming businesses and the visible results of this include the increased use of cell phones and wireless telecommunication device in business dealings, a massive shift towards online news and information, the booming e-commerce and internet advertising, and new Federal security and accounting law that address issues raised by the exponential growth of digital information. Hence, information system has drastically reduced the costs of businesses operating on a global scale.

Moreover, there has been consistently rapid increase in the penetration of information system in organizations. In other words, adoption of information system especially in business processes within organizations such as banks is gradually becoming inseparable in the performance of their day-to-day activities. The significance of information system has been realized by banks as well as its role in improving the success of their business organization. With the digitalization of information and the use of computers, a great impact has been achieved in various areas such as improved management processes, market survey, logistics, easier and more convenient operations while the implementation of specific information system by a number of banks has helped to improve services rendered, marketing, etc. which in turn lead to organizational success (Oladosu, 2018). Also, by improving the quality and quantity of management information, use of information system has facilitated ease and increased overall

operational efficiency and effectiveness (Musa, 2014). More importantly, the use of information system will shorten the data processing time that usually takes a longer time if it is done manually and processing can be accelerated significantly and with a better level of accuracy. In furtherance, Gold (2010) revealed that the use of information system over the paper ledger results in benefits for the banks such as ease of use, backup, ready information, secure storage, and replication of records, all of the which have significant influence on performance and organizational success.

Statement of the Problem

Information system is the paramount survival element in today's business environment. Therefore, for the any businesses to survive in its competitive environment, it must invest heavily in information system as the major tool of the business competition's tool. However, despite the importance of information system, many business organizations have not employed the use of information system while some employed the ones that do not fit their kind of businesses and this makes the jobs of employees within those organizations complex and underperforming based on their time efficiency and the quality of their work. Thus, the rate are prevalent among the organizations that are not using information system include: lack of security, poor customer relationship management, poor speed of access, incompatibility, weak reporting service and lack of effectiveness and efficiency. On the other hand, some information system products are not user-friendly and do not enable users. As a result, they lack features, capabilities, expend abilities and compatibility.

Specifically, there are some problems militating against Nigeria banks from reaping the full benefits of information system. There is persistent system breakdown and inconsistency on the on-line connectivity. Again, the issue of insecurity and lack of privacy occasioned by the activities of hackers is another problem militating against the banks from milking the full benefit offered by information system in Nigeria. These could lead to financial and capital losses due to inaccurate processing of transaction, data privacy and confidentiality, decrease in total deposit due to loss of customer, unauthorized access or intrusion of financial institutions' system and transaction, which will in turn, take a roll on their deposit profile and overall performance and success of banks. Furthermore, despite the importance of information system in administration efficiency and overall organizational success, there is dearth of empirical works on relationship between information system and organizational success of selected banks in Port Harcourt in particular and Rivers State as a whole. In other words, previous researcher paid less attention to this area of research and this creates a gap in existing knowledge that this study aims to bridge. Therefore, it is in line with the identified problems and gap that this study is set out to investigate the relationship between information system and organizational success of selected banks in Port Harcourt.

THEORETICAL REVIEW

This study is anchored on Technology Acceptance Model (TAM). This theory is discussed as in this section as follows:

Technology Acceptance Model (TAM)

This theory was developed by Davis in 1985. Technology Acceptance Model (TAM) theorizes that an individual's behavioral intention to adopt a particular piece of technology is determined by the individual's attitude toward the use of that technology. Attitude, in turn, is induced by

two beliefs: perceived usefulness and perceived ease of use. Perceived usefulness is defined as the extent to which persons believe that technology will enhance their productivity or job performance while perceived ease of use is defined as the degree to which an individual believes that using a technology will be simple (Davis, Bagozzi and Warshaw, 1989). In other words, the model suggest that when users are presented with a new technology, a number of factors influence their decision about how and when they will use it. The factors are; perceived usefulness (PU) and perceived ease-of use (PEOU). According to Technology Acceptance Model, one's intentions, attitude, perceived usefulness of the system, and perceived ease of the system (Ighoroje & Okoroyibo, 2020). Acceptance Model research has shown that behaviour. The theory proposes that the customers; bankers' and management's behavioral intention determine the attitude toward adoption of the technology (Abdullai & Micheni, 2018). The model places more emphasis on how perceived ease of use would positively affect perceived usefulness. Exogenous variables such as environment are also the antecedent that induces perceived usefulness and perceived ease of use. Thus, Technology Acceptance Mode is based on both important perceptive factors as perceived usefulness and perceived ease of use.

The aim of every corporate organization is to maximize profit and minimize cost at the barest minimal and technological adaption helps to achieve this. The Technology Acceptance Model helps the bank to study the customers' attitude and response towards change in service creation. This also emphasizes on the need to promote customers. Davis, Bagozzi and Warshaw (1989) who are also champions of the Technological Advancement Model Posited that information system cannot improve organizational performance in they are not used. They further went ahead to say that to better predict, explain, and increase user acceptance, we need to better understand why people accept or reject computers. Davis, Bagozzi and Warshaw (1989) also asserted that, the Technological Acceptance Model postulates that computer usage is determined by BI, but differs in that BI is viewed as being jointly determined by the person's attitude toward using the system (A) and perceived usefulness (U), with relative weights estimated by regression: $BI = A+U$

This model represented in a linear form depicts the Behavioral Intention to use (BI) to people's Attitude towards Using the System (A) and Perceived Usefulness of the technology adopted (U). if there is a positive attitude to use the technology (information system) put in place by the respective banks, this would bring about an increase in the users of those making use of the banks' technology (information system) thereby resulting to income from charges from the usage of the facilities by the banks, and thereby contributing to the profit of the various banks. It is observed that banks charge customers for the use of the information system platform and the use of ATM cards and mobile banking, which emerged from adoption of information system, also comes with its charges. It is observed that the banking innovations drive customers' preference for banking as the bank with the most convenient and user friendly platform is more preferable to that which is not user friendly; this is one of the reasons for the attitudinal changes of the various banks in Nigeria to check such stiff competition present in the banking industry (Ayinla, 2018).

CONCEPT OF INFORMATION SYSTEM

According Akanbi (2017) information is regarded as the backbone of any business, therefore, in order for an organization to survive in this dynamic and global world, there is need for proper

and accurate information. Data is characterized in Oxford Advanced Learners Dictionary to signify “something told, news or knowledge given”. As per Ottih (2006) 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. Information is becoming the foundation for many new services and products. It is important decision makers need both internal information about their organization and the external information about its environment. According to Davis and Olson (2014) information is a data that has been processed into a form that is meaningful to recipient and is of real or perceived value in the current or the prospective recipient. It refers to any communication or representation of knowledge such as facts, data or opinions in any medium, including textual, numerical, graphics, cartographic, narrative or audio visual forms.

Laudon (2004) defined information as data that have been shaped into a form that is meaningful and useful to human beings. Senn (2010) 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 derive demand. In a similar vein, Antill and Clarks (2011) characterized data as the result of important preparing of information which empowers an individual to pick up learning with a specific. However, information system is a system that collects, stores, and processes data to provide useful, accurate, and timely information, typically within the context of an organization. Information system encompasses data, the people and machines that collect, process, output, and store data, the networks that transmit and service data, and the procedures that govern the way data is handled (Parsons, 2012). According to Buckingham (2012) information system is a system which assembles, stores, processes, and delivers information relevant to an organization in which a way that the information is accessible and useful to those who wish to use it, including managers, staff, clients and citizens. It is also integrated set of components for collecting, storing, and processing data and for delivery of information, knowledge and digital products. The importance of information systems has increased as the business environment has grown more dynamic and the power to collect, assess, and disseminate information can use to improve its competitive advantage. Business firms and other organization rely on information systems to carry out and manage their operations, interact with their customers and suppliers, and compete in the marketplace. For instance, corporations use information systems to reach their potential customers with targeted messages over the web, to process financial accounts, and to manage their human resources. Digital goods such as (Electronic books and software) and online services, such as (Auctions and Social Networking), are delivered with information system (Vladimir, 2015).

DIMENSION OF INFORMATION SYSTEM

Management Information System (MIS)

Management information system is the development and use of information systems that help companies achieve their goals and objectives (Kroenk, 2012). According to Lucey (2005), management information system is a system that converts data from internal and external sources into information and communicates that information in an appropriate form to managers at all levels in all functions to enable them make timely and effective decision

for planning, directing and controlling the activities for which they are responsible. Parson (2012) saw management information system and manipulates such data into reports for managers for making routine business decisions in response to structured problems". That is, "management information system is characterized by the production of periodic reports that managers use for structured and routine tasks". The most important goal of a management information system is to have different needs and management information system can produce scheduled reports or ad hoc reports.

Furthermore, Samar and Rawan (2018) also noted that management information system is an effective tool to achieve the objectives of the business organization covering the application of people, documents, technologies, and procedures by management accountants to solve business problems such as decision making, costing a product, service or a business-wide strategy. They added that information technology and information system are two joined concepts, but they are different. They maintained that Information Technology (IT) refers to the hardware, products, methods, inventions, and protocols that are used for the purpose of producing and processing information. It is important here to identify that the computer has been accorded much credit for increased interest in management information systems because it eases and facilitates data processing as well as adds new vistas of interesting career options in MIS (Ottih, 2015).

Management Information System (MIS) can be defined as a system which provides information support for decision making in the organization. It is also defined as an integrated system of man and machine for providing the information to support the operations, the management and the decision making function in the organization. It is a system based on the database of the organization evolved for the purpose of providing information to the people in the organization. Though there are a number of definitions, all of them converge on one single point, i.e., the management information system is a system to support the decision making functions in the organization. The difference lies in defining the elements of the management information system. However, in today's world, management information system is a computerized, business processing system generating information for the people in the organization to meet the information needs and assisting in taking decisions to achieve the corporate objective of the organization and in the public sector management information system is designed to deliver services to the citizen also. Management information system provides information that organizations require to manage themselves efficiently and effectively. Management information systems are typically computer systems used for managing the organizations.

Transaction Processing System (TPS)

A transaction is an elementary activity conducted during business operations. A transaction processing system (TPS) is a software system, or software/hardware combination, that supports transaction processing. Transaction processing system is a set of information which processes the data transaction in database system that monitors transaction programs. The system is useful when something is sold over the internet. It allows for a time delay between when an item is being sold to when it is actually sold. Transaction processing systems (TPS) process the company's business transactions and thus support the operations of an enterprise. A transaction processing system records a non-inquiry transaction itself, as well as all of its effects, in the database and produces documents relating to the transaction. Transaction processing systems are

necessary to conduct business in almost any organization today. Transaction processing systems being data into the organizational database, these systems are also a foundation on which management oriented information system rest. Transaction processing is a way of computing that divides work into individual, indivisible operations, called transactions. An example is that of a sporting event ticket. While the customer is filling out their information to purchase the seat ticket; the transaction processing system is holding the ticket so that another customer cannot also buy it. It allows for a ticket not to be sold to two different customers.

CONCEPT OF ORGANIZATIONAL SUCCESS

The concept “organizational success” is not sufficiently defined in the literatures of entrepreneurship and management. It is a concept whose meaning differs according to the different authors and in the context in which it is used (Cunningham, 2007). Caplow (2004) defined organizational success as a qualification attached to a firm that is productive, flexible, adaptive and able to achieve its goals. According to Etzioni (2010) organizational success is the degree to which a firm focuses and realize sits goals. Goals and objectives are the reasons firm’s existence and the outcomes it seeks to achieve. The degree of goals achievement, determine the success of the firm. Organizational success is conceptualized as the ability of a firm to define specific objectives and determine a strategy to achieve such objectives. The success of an organization is a planned and deliberate effort of people who are working in the organization. As a result, employees; behaviour, attitude, strategies, and knowledge all play an important role in organizational success (Dickson, 2021). However, organizational success depends on its human capital development, which is the employee and other resources both tangible and intangible. There is a large and growing body of evidence that demonstrates a positive linkage between the development of human capital and organizational success. The emphasis on human capital in organizations reflects the view that market value depends less on tangible resources, but rather on intangible ones, particularly human resources. Recruiting and retaining the best employees, however, is only part of the equation. The organization also has to leverage the skills and capabilities of its employees by encouraging individual and organizational learning and creating a supportive environment where knowledge can be created, shared and applied and this can be done through the organization management where decisions can be reached concerning the future of the organization as well as the individual that drive the success of the organization (Dickson, 2021).

MEASURES OF ORGANIZATIONAL SUCCESS

Market Share

Market share is the proportion of the total number of actual customers being served by an organization in relation to other organizations in a particular industry. It refers to the portion or percentage of a market earned by a company or an organization. In other words, a company’s market share is its total in relation to the overall industry sales of the industry in which it operates (Vipond, 2021). In this study, it is described as the number of customers served by a retails bank relative to all customers of retails banks. Market share is most times used to described the position of an organization within an industry. The implication is usually that the bigger the market share, the more successful the organization, thus, market share can be an important determinant of profitability in the medium to long term. Large market share is both a reward for providing value and a means of realizing lower cost. Under

most circumstance firms that have achieved a large share of the market they serve are considerably more profitable than smaller market share rival.

An organization's market share in the overall industry is an indicators of how well the organization is getting along in a market contrasted with its rivals. Organization use market share to measure or determine the viability of their marketing efforts and system. Market share is concerned with sales in comparison with market share of competitors in the market (Etor, 2019). Market share is the percentage of the total sales in an industry that is earned by a particular organization over a given period of time. It is calculated by taking the company's total sales over the period and dividing it by the total sales of the industry over the same period. The importance of market share is also acknowledge in the Boston Consulting Group (BCG) matrix as a key indicators of the of industry growth. This is not surprising as organization with market leader status tend to derive profitability from the economics of scales of capacity as well as their established branding (Etor, 2019).

Market share is calculated on a national level, as well as on more regional and levels, to determine specific market share. The most basic way of calculating market share is to take the total number of sales for a company and then divide that number by the total sales for the industry. While market share does not give a company a defined number regarding its profitability, it does provide key insights about a company's revenues, growth and net profits (Leonard, 2018). This has to do with the economics of scale. The larger the enterprise, the better it can serve large number of people in a more cost-efficient manner. The firm's performance relative to competitions can be measured by the proportion of the market that the firms is able to capture. Market share is the percentage of proportion of the total available market or the market segment that is being served by a company. Market share can be expressed as a company's sales revenue available in the market, or as a company's unit sales volume (in a market) divide by total volume of units solid in the market.

Market share is a prominent metric of marketing used by firms to assess the effectiveness of any revenue generating effort, including market campaigns, branding initiative and customers relationship management programmes. The reason being that, market share show how a firms is fairing compared to its competitors also allow the firms to quantify the outcome of its strategies and tactical maneuvers on marketing wellness. In addition, market share indicates enables executives to monitor total market growth or decline, identify key trends in buyer behaviour and identify market potentials and opportunities. The comprehension of make share empowers the firms to impartially quantify estimating techniques, purchase view of new items, advancements and other key business choices (Ahmed, 2019).

Sales Growth

Sales growth is the percent growth in the net sales of a business from one fiscal period to another (Reddigari, 2019). It is the total revenue produced or the total number of units of products sold in a given period of time. Increase in the number of customers attracted to the bank and the number of products or services presented and sold to existing customers. Sales growth is the core interest of every organization and that it is based on sales and profit. When the volume of sales is high (margon, profit, numerical distribution) it indicates advantage but when the volume of sales declines, it is a sign of disadvantage which is difficult to manage. The volume of sales does not

just go up or down, the company manages and directs its sales growth through its marketing portfolio and programs. Sales growth is the parameter which is used to measure the performance of the sales team to increase the revenue over a pre-determined period of time (Bhasin, 2018). Sales growth is an essential parameter for survival and financial growth of the company. One of the major objectives of any business establishment is to profitably remain in business through offering of goods and services which are in line with customers' needs and wants. More so, without production, innovation and the need to make profit, no business can survive or achieve a sustainable growth. Production, marketing and sales are the core activities of every business. Reddigari (2019) posits that the survival or failure of any company lies in the ability of the company to market or sell its productions and continues in the process of production for a long period of time. Sales growth is increase in the number of sold units of sales in a certain period of time. Sales growth is also the quantity or number of goods sold or services sold in the normal operations of a company in a specified period.

Sales growth measures the sales units in volume generated by each sales person on an average. This is more of a supporting parameter to help build and manage firm's performance. Sales growth has to be carefully balanced, as both high and low have an undesirable impact. The success factors of an increased sales growth include the capacity of sales personnel's, the quality of training, quality of communication and information flow, follow-up programs, operations support, campaign management. The sales department of any company is in charge of marketing activities such as marketing campaign, pricing, selling of products and other marketing related activities such as maintenance of customer satisfaction. If the performance of the sales department is not essentially equal to the expectation of customers, sales growth would decline. This reduction of sales would inevitably threaten the overall survival of the firm. Every company always strive for positive sales growth and it is always beneficial for the financial well-being of a company to have positive sales growth (Bhasin 2018). Factors that any lead to an increased sales growth may vary from one business to another depending on the types of production or environment but the common factors include quality of sales people, selling environment, price of the commodity, after sales service, expertise in selling, knowledge on the behaviour of customers, and nature of assets. Sales growth provide important product development concept, it helps stakeholders with right figures on which analysis can be based to plan for future development (Reddigari, 2019). It refers to the amount of product (goods service rendered) sold in an organization over a specified period.

Sales growth is a metric that measure the ability of your sales team to increase revenue over a fixed period of time. Wille and Mathews (2021) posited that, without revenue growth, businesses are at risk of being overtaken by competitors and stagnating. Sales growth is a strategic indicator that is used in decision making by executive and the board of directors, and influence the formulation and executive of business strategy. It would be hard to overstate the importance of the sales growth metric because it is tied directly to revenue and profitability. Growth is the drumbeat by which all organization march. When performance declines, pressures mounts on the sales organization to deliver results. Conversely, a high percentage growth in sales is cause for optimism for all stakeholders such executive, the board of directors, and shareholders.

EMPIRICAL REVIEW ON INFORMATION SYSTEM AND ORGANIZATIONAL SUCCESS

Ebikebina and Godwin-Biragbara (2020) examined the relationship between information system and office productivity of the Print Media in Rivers State. The research design adopted was the cross-sectional survey. The population of the study comprised of 58 managers from 38 printed companies in Port Harcourt, Rivers State. Primary data was collected using structured questionnaires. The research instrument was validated through supervisor's vetting and approval while the reliability of the instrument was achieved by the use of the Cronbach Alpha coefficient with all the items scoring above 0.07. The hypotheses were tested using the Spearman Rank Order Correlation Coefficient. The tests were carried out at a 95% confidence interval and a 0.05 level of significance. The findings of the study revealed that there is a significance relationship between information system and office productivity of the Print Media in Rivers State. It was recommended that information systems should be adopted in management and operations of print media businesses in order to enhance the ability of the firms and organizations should be encouraged to adopt the use of office automation system such as computers, websites, scanners etc to help boost their operational efficiency and profitability.

Ikechukwu, Okechukwu, Erastus and Epelle (2019) examined the effect of information system as a process for improving organizational success: A case study of small scale businesses in Port Harcourt. The research design was descriptive survey to study and observe the influence of management information system in organizational success in a competitive environment. The study stated that it is very important for managers of small scale businesses within this expense to effectively install a management information system that will constantly provide them with update on the currents in their environment, both internally and externally since this will help them to make strategies decisions that will have an impact on the success or failure of the organization. Findings from the research showed that when an organization is equipped with a sound management information system, it tends to enjoy improved customer service, increased adaptability, production improvement, improved management decision making process etc. Consequently, it is very important for managers to take the competitive environmental factors seriously since it can affect the operations and performance of the business both internally and externally. Some recommendations were put forward to resolve some of the issues of the research.

Young-Harry and Oparanma (2018) examined the relationship between information system and organizational performance of Seven Up bottling company in Aba and Port Harcourt. The study used a cross-sectional. The population of the study was 156 and a sample size 117 was obtained through the Taro Yamane formula for sample size determination with the simple random technique used. After data cleaning, only data of 107 respondents were finally used for data analysis. The internal reliability of the instrument was ascertained through the Cronbach Alpha coefficient with all the items scoring above 0.70 bench mark set by Nunally (1970). Descriptive statistics and Spearman's rank correlation were used for data analysis and hypothesis testing. The study findings revealed that there is a positive significant relationship between management information system and organizational performance of Seven Up bottling company in Aba and Port Harcourt. The study concluded that management information system bears a positive and significant influence on organizational performance. The study recommended therefore that management should ensure that organization system.

Olu and Adi (2018) examined the relationship between information system 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 administrated. 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 suggest 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.

METHODOLOGY

This study examined the relationship between information system and organizational success. Information system was operationalized into two dimensions. These are: decision support system and management information system. On the other hand, organizational success was measured in terms of market share and sales growth. The study adopted cross-sectional research design was used. The population of the study was twenty-two (22) registered banks in Port Harcourt. However, the target population of this study was five (5) selected banks in Port Harcourt. The sample size of this study was one hundred and twenty-one (121) respondents as determined from a total population of one hundred and seventy-three (173) employees and managers of the selected banks in Port Harcourt using Taro Yamane formula. Data were collected through a semi-structured questionnaire that was designed in the Likert 5-point scale of strongly agree to strongly disagree. Data were analyzed using descriptive statistics of mean, standard deviation, frequency distribution, and pie chart. Inferential statistics of Pearson Product Moment Correlation was used to test the six hypotheses. These analyses were done with the aid of the Statistical Package for Social Sciences, Version 23.0.

DATA ANALYSIS AND DISCUSSION

Test of Hypotheses

Nine null hypotheses were tested in this study using Pearson Product Moment Correlation.

Table 1: relationship between decision support system and market share

		Decision support system	Market share
Decision support system	Pearson Correlation	1	.754**
	Sig. (2-tailed)		.000
	N	101	101
Market share	Pearson Correlation	.754**	1
	Sig. (2-tailed)	.000	
	N	101	101

** . Correlation is significant at the 0.01 level (2-tailed).

From results of the analysis shown on table 1 there is a strong, positive and significant relationship between decision support system and market share evident in the correlation coefficient is 0.754 and the probability value of 0.000 which is less than the alpha level of 0.05 (i.e. $p = 0.000 < 0.05$) indicating that the relationship between decision support system and market share is significant. Therefore, we reject the null hypothesis which states that decision support system does not significantly relate with market share and accept the alternate hypothesis.

Table 2: relationship between decision support system and sales growth

		Decision Support System	
		System	Sales Growth
Decision Support System	Pearson Correlation	1	.669**
	Sig. (2-tailed)		.000
	N	101	101
Sales Growth	Pearson Correlation	.669**	1
	Sig. (2-tailed)	.000	
	N	101	101

** . Correlation is significant at the 0.01 level (2-tailed).

As shown from results of the analysis shown on table 2 there is a strong, positive and significant relationship between decision support system and sales growth evident in the correlation coefficient is 0.669 and the probability value of 0.000 which is less than the alpha level of 0.05 (i.e. $p = 0.000 < 0.05$) indicating that decision support system significantly predicts sales growth. Therefore, we reject the null hypothesis which states that decision support system does not significantly relate with sales growth and accept the alternate hypothesis.

Table 3: relationship between management information system and market share

		Management Information System	
		Market Share	
Management System	Pearson Correlation	1	.474**
	Sig. (2-tailed)		.000
	N	101	101
Market Share	Pearson Correlation	.474**	1
	Sig. (2-tailed)	.000	
	N	101	101

** . Correlation is significant at the 0.01 level (2-tailed).

From results of the analysis shown on table 3 there is a moderate, positive and significant relationship between management information system and market share evident in the correlation coefficient is 0.474 and the probability value of 0.000 which is less than the alpha level of 0.05 (i.e. $p = 0.000 < 0.05$) indicating that the relationship between management information system and market share is significant. Therefore, we reject the null hypothesis which states that management information system does not significantly relate with market share and accept the alternate hypothesis.

Table 4 relationship between management information system and sales growth

		Management Information System	Sales Growth
Management System	Pearson Correlation	1	.670**
	Sig. (2-tailed)		.000
	N	101	101
Sales Growth	Pearson Correlation	.670**	1
	Sig. (2-tailed)	.000	
	N	101	101

** . Correlation is significant at the 0.01 level (2-tailed).

As shown from results of the analysis shown on table 4 there is a strong, positive and significant relationship between management information system and sales growth evident in the correlation coefficient is 0.670 and the probability value of 0.000 which is less than the alpha level of 0.05 (i.e. $p = 0.000 < 0.05$) indicating that management information system significantly predicts sales growth. Therefore, we reject the null hypothesis which states that management information system does not significantly relate with sales growth and accept the alternate hypothesis.

CONCLUSION AND RECOMMENDATION

Analysis of this study data showed that information system has a very strong, positive and statistically significant relationship with organizational success of selected banks in Port Harcourt, and this finding is in line with findings of similar previous studies; the researcher recommendations that management of banks should as a matter of necessity and urgency focus more on regular use of decision support system, management information system and transaction processing system as the will enhance their growth and success and it is essential for banks to keep in line with development in technology, information, and communications in order to improve their management information system and consequently the market share process.

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