



THE ROLE OF MANAGEMENT INFORMATION SYSTEM IN IMPROVING ORGANIZATIONAL PERFORMANCE AND ITS EFFECTIVENESS: THE CASE OF BOLE SUB-CITY POLICE STATION

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Abstract: Information management refers to the various technologies used to collect, analyze, and present data. A police department, for example, may have one system for criminal event and arrest data, a second system for dispatch data, and a third system for administrative data. The purpose of this study was to evaluate the function of management information systems in increasing organization performance and effectiveness in a police station in Addis Ababa's bole sub-city administration. The researcher used a descriptive research design. The majority of respondents believe that MIS has a role in improving performance. Furthermore, 86.4 percent of respondents said that MIS deployment improved the organization's performance. According to the findings of this study, the majority of respondents believe that MIS aids in decision-making and that MIS is critical to improving organizational effectiveness. Evidence collected from respondents on the dependent variable focused on the five descriptive criteria for an effective managerial decision such as timely, accuracy, relevancy, reliability, and completeness, which all exist at a rate of 72.7 percent, 59.1 percent, 68.1 percent, 79.5 percent, and 81.80 percent in the bole sub-city police station, respectively. Three questions represent the availability of appropriate types of equipment and devices. The researcher discovered that the majority of respondents agreed that appropriate (modern, high storage capacity and speed) types of equipment and Devices are available, that an adequate amount of equipment and Devices are available, and that spare parts and maintenance for equipment and devices are available. In the Bole sub-city police station MIS department, 52.3 percent, 63.6 percent, and 63.6 percent of the responses collected suggest that the quantity of skilled and experienced, motivated, and devoted manpower exists at an acceptable level of adequacy.

Keywords: - Management Information System, MIS Utilization, Managers Decision Making and police station of bole sub city administration

1. Introduction

A substantial percentage of firms nowadays are unable to function effectively without the right implementation of management information systems. Organizations can receive the relevant information with the use of a management information system to promote cooperation and intercommunication between institutions and people (Mamary, Shamsuddin, & Aziati, 2014). According to research findings, the rate of crime and violence is rising as a result of rising poverty, unemployment, illiteracy, and urban-rural migration, all of which are seen as underlying causes of crime. Women and girls, who have traditionally been marginalized due to their gender, will be hesitant to move in the dark, or to move freely in public spaces; even men are afraid to do so in the dark. According to UN-Habitat (2003), crime and violence erode social capital by inhibiting social integration, primarily owing to fear.

2. Statement of the Problem

The suitable management information system is directly tied to the organization's effectiveness. Managers receive reports from MIS, as well as online access to the organization's present performance and historical data records in some situations. MIS produces information products that support many of the day-to-day decision-making needs of managers and business professionals. Reports and displays provide information products that satisfy the information needs of decision makers at the operational and tactical levels of the organization who are faced with more structured decision situations. The reduction of information uncertainty and the resulting improvement in decision-making is one of the most important contributions of information technology and systems to commercial firms (Loudon and Loudon, 2006).

Due to the erroneous assumptions on which management information systems are founded, most firms in Ethiopia, in particular, have not benefited from them. The police department, for example, would not want the security department to have extensive knowledge of its operations. It is considered that police station managers are short on information; nevertheless, managers in this organization must be short on relevant information. If leaders in Ethiopia's Bole sub-city police station are given the necessary knowledge, they are expected to effectively use it to address problems and reduce crime. The ability to describe more crime specifics, display more dynamic visual presentations of crime, and even forecast crime trends has been made possible by new technologies. If information management is to revolutionize policing, data collecting and analysis must be integrated into patrol activities utilizing the most up-to-date gear and software. As a result, the researcher in this study emphasizes the importance of management information systems (MIS) in increasing organizational performance in the case of the Bole sub-city police station.

3. Objective of the Study

3.1 General Objective of the study

The overall goal of this research was to evaluate the function of management information systems in increasing organization performance and effectiveness in a police station in Addis Ababa's Bole sub-city administration.

3.2 Specific Objectives of the study

This study was attempted to achieve the following specific objectives in a police station of Bole sub-city administration police station, Addis Ababa, Ethiopia.

1. To investigate the roles of management information systems in improving organization performance in a police station of Bole sub-city administration.
2. To explore whether currently available management information systems are utilized effectively in a police station of Bole sub-city administration police station.
3. To examine whether the available management information systems and utilization in the Bole sub-city administration police station are enhancing managers' decisions effectively based on time, accuracy, completeness, relevancy, and reliability criteria.

4. Significance of the Study

The study's significance stems from the impact of management information systems on the police station's performance (problem-solving and crime reduction), as well as their role in providing appropriate data and information both internally and externally to support management functions, providing advanced solutions for managers, assisting administrators in making the correct decision by a large margin, and improving the administrative level in governmental organizations. As police departments improve their ability to analyze crime, they fall short of developing strategies for effectively utilizing information technology. There has been little thought given to how data-driven decision-making may aid patrol officers. Comp stat and comparable information management techniques were successful because of their capacity to have a direct impact on patrol functions.

5. Scope and Limitations of the Study

The purpose of the study of the role of MIS in improving organization performance in the Bole sub-city police station was to cover the elements of the management process, the role of information system in the police station, the impact of control, changes in decision making, information system, and general characteristics of management information system in depth and in nature. As a result, I've opted to limit myself to the Bole sub-city police station for report generation.

The amount of information that should be handed out to the number of workers in the police station owing to security reasons was one of the study's significant limitations. Another constraint will be the absence of sufficient previous studies in Ethiopia around the MIS, as well as people's general unwillingness to fill up and return the questionnaire to the researcher. The researcher worked very hard to gather some feasible knowledge that may be employed for a decent conciliation, as the scale inspires of the obstacles.

6. RESEARCH METHODOLOGY

6.1. Research Design

Research design is usually a blueprint which shows how data should be collected and analyzed. It provides the procedural outlines to conduct any of investigations. Descriptive research was used to achieve the research objectives. For this study, The researcher has adopted a descriptive research design following Kothari's (2004). Descriptive research studies are those studies that are concerned with describing the attributes of a particular individual, or a group. In descriptive studies, the investigator should be able to define clearly, what he needs to measure and must find sufficient methods with a clear-cut definition of the term 'population' he wants to study. Since the goal is to get complete and accurate information in the studies, the steps to be used must be carefully planned. The research design should have enough provision to protect from bias and increase reliability, with economical completion of the study. It can provide a lot of information and several answers to various aspects being studied and it helps to capture and explain the details of the study Kothari's (2004). The research design included collection of review of related literature, development of questionnaire & interview questions, completion of data get from primary sources.

6.2 Target population and study area

The study is carried out in populations of Bole sub-city police station IT Department employees, and database employees selected from Bole sub-city police station found in Addis Ababa. The study area is selected because of that the researcher is working in this police station and to minimize cost. The focus on the two Departments is the consideration of their knowledge & support concerning the service as well as know-how developed through the process of the support.

6.3. Sampling Method and Sample Size

The current population of the Bole sub-city police station was two thousand and seven hundred (2700) while IT Department employees and database employees were forty-four (44). Therefore, since total individuals working on MIS team is 44, all the forty-four was selected as sample. The sampling method was purposive sampling based on their (respondent) responsibility, position, activities, which are directly related to our

objectives. As far as the researcher is permitted to have complete freedom of selecting an individual who can provide relevant data and by understanding who gave me the important answer to solve my stated problem.

6.4 Methods of Data Collection and Sources of Data

The research was used open & close-ended questionnaires with the database employees and Information Technology (IT) staff and selected managers to collect primary information. The questionnaires method was preferred because it enables the researcher to get well-located responses rather than other methods. In questionnaires were used open-ended questions because it gives freedom for the samples to respond to the questions, which uses by the researcher to get more information about the study. The questionnaire had six sections first part focuses mainly on the personal profiles of sample respondents such as age, gender, education status, etc. Whereas other sections of the questionnaire dealing with different factors based on the impact of the Management system.

To achieve the planned objective, data was collected from primary sources. The primary data to be gathered through a questionnaire to gather information on the Management Information System practice of the Bole Sub City Police Station. In addition, questionnaires were also prepared and distributed to Information Technology (IT) staff and selected managers to garner further information on the practice of MIS in the Police Station.

6.5 Data Analysis Methods

After the data was collected from the data sources explained before, with descriptive statistics data is tabulated, systematically analyzed, organized & interpreted using prevalence consideration and percentage. Thus, the descriptive statistics method was used to analyze the data. Data analysis of this research undergoes by using statistical package for social sciences version 20 (SPSS). An aggregated variable per unit of inquiries is presented through summary tables, graphs, and pie charts.

7. RESULT AND DISCUSSION

This chapter covers the presentation, analysis, interpretation of data collected from primary sources, and discussion of results. Frequency tables along with Percentages are employed to analyze the responses of the respondents. Descriptive measures of each question's response are presented as follows. A total of 44 questionnaires were distributed to Information Technology (IT) staff and selected managers of at the Bole sub city police station in Addis Ababa. Out of the questionnaires distributed 44 usable responses were obtained. The overall respondent rate for the survey was 100%.

7.1. Respondents Demographic Profile

It shows the demographic information of the study participants. 25 of the samples were male which represents 56.8% of the total respondents, while the 19 were females which are 43.2% of the total respondents. Hence,

this indicates that the great majority of the police station workers in the sample areas were males showing that the work environment was male-dominated. The reasons for this state of affairs could be that the women generally do not want to take policing as a career, inadequate child-care facilities at work, career interruptions, male work cultures, and discriminatory attitudes in the workplace.

According to table 1 below, about 72.7% of the respondents have a diploma and BA degree whereas about 27.3% of the respondents had a postgraduate qualification .These proportions can also be considered as a piece of good evidence for respondents' ability to understand the Items of the questionnaire, and to provide the appropriate answers. This situation may influence to foster the organizational performance of the activity, which is another way that influences the policing service effectiveness of decision making.

Table 7.1 Gender and Educational Status of Respondents

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Gender	Female	19	43.2%	43.2%
	Male	25	56.8%	56.8%
	Total	44	100	100
Educational status	Diploma	14	31.8	31.8
	1st degree	18	40.9	40.9
	Masters	8	18.2	18.2
	Above masters	4	9.1	9.1
	Total	44	100.0	100.0

When we consider the age groups of the respondents, the higher number of respondents was in the range of 31-40 years, which represents 45.45%, followed by age groups of 20-30 years which represent 34.09% (Figure 7.1).This shows that the vast majority of the IT staff and managers were more matured and young to decide on the police station if relevant information has been available able.

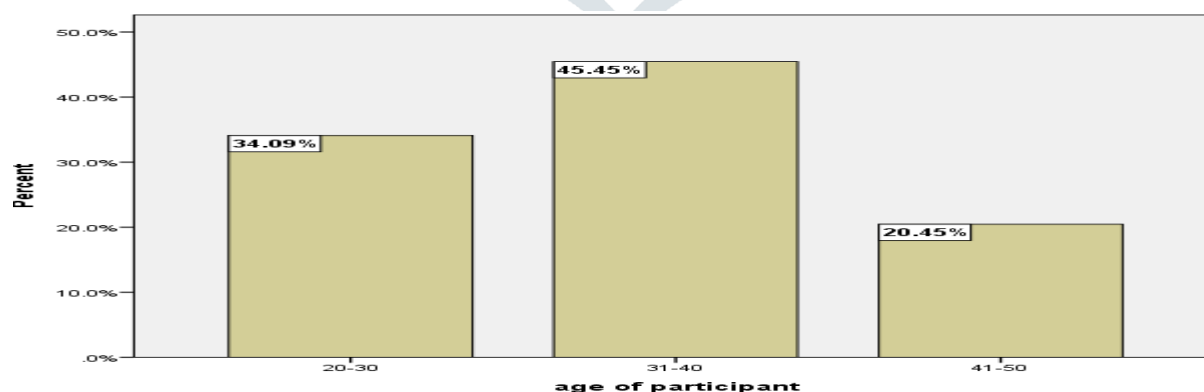


Figure 7.1. Age of Respondents

The study wanted to know how long respondents had been police station employees. The results as indicated in figure 3 show that 34.09% of respondents had been working in this police station between 0 to 5 years, 34.09% of respondents had been working in this police station for above 15 years. Few numbers (11.36) of respondents have experienced between 5.1 to 9 years and 15% of respondents had been working in this police station between 10 to 14 years. This means that most respondents have enough experience, so they can answer the Items of the questionnaire because when an employee practices his job for a longer period, he/she becomes more knowledgeable with the methods used in the job performance and he/she will be more familiar with the terminology of his job. This result supports the reliability of the study.

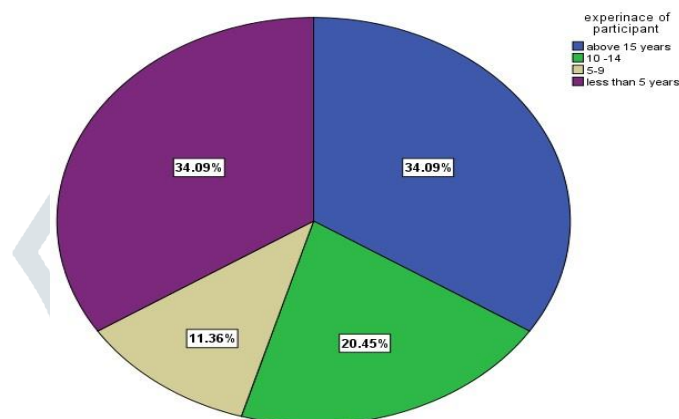


Figure 7.2. Experience of Study Participants

7.2. The Contribution of MIS in Improving Organization Performance

According to table 4.2, 40 (90.9%) of respondents agree with these ideas, whereas the remaining 4 (9.1%) believe that MIS has had no impact on the change in performance. Furthermore, 38 (86.4%) of respondents agree with those beliefs, whereas the remaining 6 (13.6%) believe that MIS adoption did not improve the organization's performance. According to the research, the deployment of MIS has a favorable impact and plays a critical role in improving staff performance in terms of quality and customer satisfaction. This result is similar to the one reported by (Alene G., 2018).

Table 7.2. Performance changes after implementation of MIS and its Contribution

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Performance after the implementation of MIS	Yes	38	86.4%	86.4%
	No	6	13.6%	13.6%
	Total	44	100.0	100.0
Contribution of MIS	Yes	40	90.9%	90.9%
	No	4	9.1%	9.1%
	Total	44	100.0	100.0

7.3. Management Information Systems Utilization and Its Effectiveness

According to the data presented in Table 3, 27.3% were employees who strongly agreed on MIS support decision-making process 45.5% were say agree, 22.7% were neutral, and 4.5% disagreed. This indicates that MIS supports the decision-making process. From Table.4 3, 84.1% of respondents support that idea and the remaining 15.9% replied that MIS has no importance in enhancing organizational effectiveness. This finding is similar to the result reported by (Alene G., 2018).This implies that most employees strongly agree that MIS can increases organizational performance.

Table 7.3. MIS enhance organizational effectiveness and MIS support decision making

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
MIS in increasing organizational effectiveness	Very less importance	1	2.3%	2.3%
	Less importance	6	13.6%	13.6%
	Moderate importance	7	15.9%	15.9%
	High importance	19	43.2%	43.2%
	Very high importance	11	25.0%	25.0%
MIS support decision making process	Strongly disagree	0	0.0%	0.0%
	Disagree	2	4.5%	4.5%
	Neutral	10	22.7%	22.7%
	Agree	20	45.5%	45.5%
	Strongly agree	12	27.3%	27.3%

7.4. Effectiveness of Managers' Decision Based On Time, Accuracy, Completeness, Relevancy, and Reliability Criteria

The dependent variable for this study is managers' decision-making, which is based on the framework created from MIS theories and concepts in the literature review. As a result, table 4.expressed the dependent variable managers' decision making in bole sub-city police station using frequency and percentage as described below.

22.7 percent, 50.0 percent, and 11.4% of the 44 respondents who responded to the existence of timely decisions by managers in the Bole sub-city police station were Neutral, Agree, and Strongly Agree, respectively. As a result, 61.4 percent of decision-makers agreed or strongly agreed that managers in the Bole sub-city police station made timely choices..

The presence of timely managers' choices in Bole sub-city police station at 72.7 percent, which is considerable, could be due to either quick information flows from MIS to decision-makers or existing issues

demanding immediate decisions with or without adequate available information. Furthermore, 22.7 percent of managers or decision-makers in the Bole sub-city police station responded with Neutral to demonstrate the existence of timely managers' choices. This could be because such respondents or supervisors lack sufficient awareness of the judgments taken at the bole sub-city police station. A total of 44 respondents were used as a sample to establish the existence of accurate decisions made by management at the bole sub-city police station. Neutral, 45.5 percent, and 13.6 percent of the samples were returned as Neutral, Agree, and Agree, respectively.

As a result, the analyzed data in the table clearly demonstrates that the current managerial decision accuracy level in bole sub-city police stations is large at 59.1%. However, 9.1 percent of the respondents answered "Neutral," indicating that they do not acknowledge the existence of accurate managerial decisions in the Bole sub-city police station. The Neutral response rate of 9.1% could be due to the fact that this many percent of the managers in the sample study were involved in the bole sub-city police station's decision-making process in some way. A total of 44 respondents were chosen from the sample size to examine the significance of managers' actions in the Bole sub-city police station using the statistical tool known as frequency analysis. Agree and Strongly Agree were chosen by 54.5 percent and 13.6 percent of the respondents, respectively. As a result, 68.1% of the samples in the Bole sub-city police station were accepting the existence of relevant managers' decisions.

As a result, the Bole sub-city police station's managers' judgments are now more meaningful in terms of proportion or significance. A total of 44 respondents were picked as a sample to test the existence of comprehensive managerial decisions currently in the bole sub-city police station. Neutral, Agree, and Strongly Agree were chosen by 11.4 percent, 63.6 percent, and 4.5 percent of the respondents, respectively, from the sample. As a result, the Bole sub-city police station currently has the highest percentage of full managerial choices. This means that the Bole sub-city police station's managers' decisions are currently quite complete. This could be due to a misunderstanding of the concept of completion.

Nearly 81.80% of the 44 respondents said the managers' judgments in the Bole sub-city police station are reliable. As a result, the presence of trustworthy managers in the Bole sub-city police station is significant. Finally, based on the evidence gathered from the respondents, the frequency statistical analysis of the dependent variable focused on the five descriptive criteria for an effective managerial decision, such as timely, accuracy, relevancy, reliability, and completeness, as shown in table 4, which all exist at a rate of 72.7 percent, 59.1 percent, 68.1 percent, 79.5 percent, and 81.80 respectively in the bole sub-city police station. However, the Bole sub-city police station's existing managerial choices are only 32.9 percent complete, have a low rate of completeness, or are inconsequential.

Table 7.4. Time, accuracy, completeness, reliability, and relevancy of Managers' Decision

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Time of decision of managers	Strongly agree	2	4.5%	4.5%
	Disagree	5	11.4%	11.4%
	Neutral	10	22.7%	22.7%
	Agree	22	50.0%	50.0%
	Strongly agree	5	11.4%	11.4%
Accuracy of the decision of managers	Strongly agree	9	20.5%	20.5%
	Disagree	5	11.4%	11.4%
	Neutral	4	9.1%	9.1%
	Agree	20	45.5%	45.5%
	Strongly agree	6	13.6%	13.6%
Relevancy of decision of managers	Strongly disagree	1	2.3%	2.3%
	Disagree	7	15.9%	15.9%
	Neutral	6	13.6%	13.6%
	Agree	24	54.5%	54.5%
	Strongly agree	6	13.6%	13.6%
Completes of the decision of managers	Strongly disagree	8	18.2%	18.2%
	Disagree	1	2.3%	2.3%
	Neutral	5	11.4%	11.4%
	Agree	28	63.6%	63.6%
	Strongly agree	2	4.5%	4.5%
Reliability of decision of managers	Strongly disagree	3	6.8%	6.8%
	Disagree	5	11.4%	11.4%
	Neutral	7	15.9%	15.9%
	Agree	23	52.3%	52.3%
	Strongly agree	6	13.6%	13.6%

7.5 Availability of MIS in Bole Sub City Administration Police Station

7.5.1 Availability of Appropriate types of equipment and Devices

The availability of equipment and devices is represented by three questions. Hence, the presentation of data via frequency statistical analysis is as indicated below in table 5. Related to identifying the availability of appropriate types of equipment and Devices in the Bole sub-city police station, from 44 collected responses 25.0% were Neutral, 45.5% were Agree and 11.4% were Strongly Agree. From this data, we learned that 81.9% of the samples were accepted the availability of appropriate (modern, high storage capacity and speed) types of equipment and Devices in the Bole sub-city police station. Therefore, currently, 81.9% of the available types of equipment and Devices in the Bole sub-city police station exist significantly or fairly.

In line with the identification of an acceptable quantity of equipment & Devices in the MIS department of the Bole sub-city police station, 15.9% of the 44 responses were Neutral. 36.4 percent agreed, while 18.2 percent strongly agreed. We learnt from this data that 70.5 percent of the respondents agreed that the Bole sub-city police station had a suitable amount of Equipment & Devices. The remaining 29.5 percent were divided into two categories: disagree and strongly disagree. As a result, 70.5 percent of the available Equipment and Devices in the MIS department of the Bole sub-city police station are currently sufficient. While the availability of enough replacement parts and maintenance for Equipment & Devices in the Bole sub-city police station was investigated, 9.1 percent of the 44 replies were Neutral, 40.9 percent Agree, and 15.9 percent Strongly Agree. From this data, we learned that 65.9% of the respondents were accepted the availability of enough Spare parts and maintenance for Equipment and Devices in the Bole sub-city police station. Therefore, currently, 65.9% of the available Equipment and Devices in the Bole sub-city police station have enough Spare parts and maintenance exists significantly or fairly.

Table 7.5. The Availability of appropriate types of equipment and Devices

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Usage of appropriate equipment and devices	Strongly disagree	4	9.1%	9.1%
	Disagree	4	9.1%	9.1%
	Neutral	11	25.0%	25.0%
	Agree	20	45.5%	45.5%
	Strongly agree	5	11.4%	11.4%
Adequacy equipment and devices	Strongly disagree	6	13.6%	13.6%
	Disagree	7	15.9%	15.9%
	Neutral	7	15.9%	15.9%
	Agree	16	36.4%	36.4%
	Strongly agree	8	18.2%	18.2%
Having enough spare parts and maintenance for Equipment & Devices	Strongly disagree	4	9.1%	9.1%
	Disagree	11	25.0%	25.0%
	Neutral	4	9.1%	9.1%
	Agree	18	40.9%	40.9%
	Strongly agree	7	15.9%	15.9%

7.5.2. Availability of Manpower

Aligned with the availability of adequate manpower in the Bole sub-city police station MIS department, (52.3%) of the responses collected indicate that the number of manpower exists at an acceptable level of adequacy. Therefore, currently, the number of manpower available in Bole sub-city police station MIS is significant.

The presentation of data via frequency statistical analysis is as indicated below in table 6. Associated with the availability of skilled and experienced manpower in Bole sub-city police station, from 44 collected responses 9.1% were Neutral, 50.0% were Agree and 13.6% were Strongly Agree. From this data, we learned that 63.6% of the respondents accepted the availability of skillful manpower in the Bole sub-city police station MIS department. Therefore, currently, skilled manpower exists in the Bole sub-city police station fairly. Therefore, currently experienced manpower exists in bole sub-city police station exists fairly.

In the process of checking the availability of motivated and committed manpower in bole sub-city police station, from 44 collected responses 13.6% were Neutral, 47.7% were Agree and 15.9% Strongly Agree. From this data, we learned that 63.6% of the respondents were accepting for the availability of motivated and committed manpower in bole sub-city police station MIS department. Therefore, currently, only 63.6% of the available manpower in the Bole sub-city police station MIS department is motivated and committed. This implies that the currently available manpower in bole sub-city police station is motivated and committed significantly.

Table 7.6. The Availability of Manpower

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Having skillful & experienced manpower	Strongly disagree	7	15.9%	15.9%
	Disagree	5	11.4%	11.4%
	Neutral	4	9.1%	9.1%
	Agree	22	50.0%	50.0%
	Strongly agree	6	13.6%	13.6%
Having motivated & Committed manpower	Strongly disagree	5	11.4%	11.4%
	Disagree	5	11.4%	11.4%
	Neutral	6	13.6%	13.6%
	Agree	21	47.7%	47.7%
	Strongly agree	7	15.9%	15.9%
Having an adequate manpower	Strongly disagree	5	11.4%	11.4%
	Disagree	11	25.0%	25.0%
	Neutral	5	11.4%	11.4%
	agree	20	45.5%	45.5%
	Strongly agree	3	6.8%	6.8%

7.5.3. *Availability of Network & Software*

The availability of updated networks and software applications in the Bole sub-city police stations represented by five questions. Hence, the presentation of data via frequency statistical analysis is as indicated below in table 7. Concerning checking the availability of adequate networking installations in Bole sub-city police station, from 44 collected responses 43.2% were Agree and 18.2% were Strongly Agree. From this data, we learned that 61.40% of the respondents were accepted the availability of adequate network installation in Bole sub-city police station. Therefore, currently of the available networks in the Bole sub-city police station were adequately installed or exists significantly or fairly. Related to the availability of uninterrupted telecommunication networking service currently in Bole sub-city police station, from 44 collected responses 18.2% were Neutral, 38.6% were Agree and 15.9% strongly agree. From this data, we learned that 54.5% of the respondents were agreed on the availability of uninterrupted telecommunication network supply from the corporation. Therefore, currently, 54.5% of the existing available telecommunication network services in the Bole sub-city police station are uninterrupted. Aligned with the availability of advanced and user-friendly networking & software systems in Bole sub-city police station, from 44 collected responses 13.6% were Neutral, 40.9% Agree and 18.2% were Strongly Agree. From this data, we learned that 59.1% of the respondents were accepted the availability of advanced and user-friendly networking and software systems in Bole sub-city police station. Therefore, currently, of the existing available network and software systems in the Bole sub-city police station are advanced and user-friendly at a significant rate.

To prove the availability of satisfactory network and software repair and maintenance in Bole sub-city police station, from 44 collected responses 11.4% were Neutral, 47.7% were Agree and 11.4% were Strongly Agree. From this data, we learned that 59.1% of the respondents accepted the availability of satisfactory network and software repair and maintenance in the Bole sub-city police station. As a result, the present network and software repair and maintenance in the Bole sub-city police station are satisfactory, and the existing network and software maintenances are reasonable. From 85 responses received in relation to assessing the availability of standards for software applications to detect faults in the Bole sub-city police station, 15.9% were Neutral, 40.9 percent Agree, and 13.6 percent Strongly Agree. We learned from this data that 54.5 percent of respondents in the Bole sub-city police station accept the availability of standards for software applications to detect errors, while the remaining 29.5 percent reject or do not fully accept the existence of standards for software applications to detect errors. As a result, only 54.5 percent of the existing software applications in the Bole sub-city police station have standards applied to detect mistakes that are reasonably present but not as important.

Table 7.7. The Availability of Network & Software

Variables	Categories	Frequency	Percent (%)	Valid Percent (%)
Adequate network installation	Strongly disagree	6	13.6%	13.6%
	Disagree	5	11.4%	11.4%
	Neutral	6	13.6%	13.6%
	Agree	19	43.2%	43.2%
	Strongly agree	8	18.2%	18.2%
Uninterrupted telecommunication	Strongly disagree	6	13.6%	13.6%
	Disagree	6	13.6%	13.6%
	Neutral	8	18.2%	18.2%
	Agree	17	38.6%	38.6%
	Strongly agree	7	15.9%	15.9%
Advanced and user-friendly networking & software system	Strongly disagree	2	4.5%	4.5%
	Disagree	10	22.7%	22.7%
	Neutral	6	13.6%	13.6%
	Agree	18	40.9%	40.9%
	Strongly agree	8	18.2%	18.2%
Software repair & maintenance	Strongly disagree	8	18.2%	18.2%
	Disagree	5	11.4%	11.4%
	neutral	5	11.4%	11.4%
	agree	21	47.7%	47.7%
	Strongly agree	5	11.4%	11.4%
Standards used for detecting errors in the network & software applications	Strongly disagree	6	13.6%	13.6%
	Disagree	7	15.9%	15.9%
	Neutral	7	15.9%	15.9%
	Agree	18	40.9%	40.9%
	Strongly agree	6	13.6%	13.6%

8. Conclusions

The study finds that MIS plays a critical role in good decision making by providing managers with relevant, timely, accurate, complete, and consistent information, based on the research findings reported in chapter four and the preceding summary of findings. The use of MIS has a significant impact on improving staff operational performance. The availability of current types of equipment and devices in a police station in the Bole sub-city is enough, with enough spare parts and maintenance space, and exists in a reasonable quantity. Similarly, the availability of current network installations and software applications is fairly common. The bank's network and software applications for MIS support are also advanced; the apps are user-friendly, and adequate repairs and maintenance are available.

The bank offers simple tailored software applications and has the necessary standards in place to detect mistakes in a timely manner. Since MIS is a new management tool for employees, it is important to understand it. As a result, the employee will need extensive training in order to use and operate the system. In the Bole sub-city police station, fair use of available expertise and adequate manpower, modern equipment and devices, network and software applications, and timely and accurately production of reliable and relevant information in the decision-making process are all practiced fairly. As a result, existing MIS components are currently being used at a considerable but not maximum percentage. As a result, it can be concluded that the bole sub-city police station is not making the best use of the existing information technology infrastructures in the MIS to help managers make the best judgments possible.

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