

Research Article**BRIDGING TECHNOLOGY AND FINANCE: HOW MIS SHAPES SERVICE DELIVERY IN BAYELSA MICROFINANCE BANKS****Ebiowei Peter**

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Abstract

This study investigates the empirical relationship between Management Information Systems (MIS) and corporate responsiveness in microfinance banks in Bayelsa State. The research aimed to examine how components of MIS, specifically Executive Support Systems (ESS) and Transaction Processing Systems (TPS), influence the responsiveness of microfinance banks to operational challenges and market demands. A correlational survey approach was employed, with a target population of eighty-four (84) management-level employees from microfinance banks in Bayelsa State. Primary data were collected using a structured questionnaire, and analyzed using descriptive and inferential statistics with the aid of SPSS version 23. The inferential analysis revealed a significant relationship between ESS, TPS, and corporate responsiveness. The study concludes that a positive and significant relationship exists between MIS and corporate responsiveness in these banks. It is recommended that microfinance banks invest in advanced MIS, enhance employee training, strengthen ESS, streamline TPS, and continuously evaluate their MIS infrastructure to improve corporate responsiveness and maintain competitiveness in the dynamic banking environment. The findings highlight the crucial role of MIS in enhancing the operational efficiency and strategic agility of microfinance banks in Bayelsa State.

Keywords: Management Information Systems, Corporate Responsiveness, Transaction Processing Systems, Executive Support Systems

INTRODUCTION

In the contemporary business environment, the integration of Management Information Systems (MIS) has become indispensable for fostering corporate responsiveness. Management Information Systems refer to a structured framework that combines technology, people, and processes to manage and analyze data for strategic decision-making (Laudon & Laudon, 2020). The rapid pace of technological advancements and market dynamics necessitates that organizations adopt systems capable of enhancing their responsiveness to internal and external stimuli. This background study examines the interplay between MIS and corporate responsiveness, emphasizing their importance, functionalities, and implications for organizational success. Management Information Systems serve as the backbone of modern organizational infrastructure. MIS encompasses tools and processes that facilitate the collection, processing, storage, and dissemination of information across various organizational levels (O'Brien & Marakas, 2019). These systems are designed to improve the quality of decision-making by providing

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accurate, timely, and relevant information. The core components of MIS include hardware, software, databases, networks, and human resources, all working synergistically to support organizational objectives. The advent of digital technologies such as cloud computing, big data analytics, and artificial intelligence has further transformed the scope and capabilities of MIS. These advancements enable organizations to not only process vast amounts of data but also derive actionable insights to enhance their strategic agility and operational efficiency (Turban et al., 2021). Consequently, MIS has evolved from a mere support function to a strategic asset that drives competitive advantage. Corporate responsiveness refers to an organization's ability to react promptly and effectively to changes in its internal and external environment. It encompasses the capacity to identify opportunities and threats, adapt to market demands, and address stakeholder needs (Kotler & Keller, 2016). Responsiveness is a critical determinant of organizational sustainability, particularly in volatile and competitive industries. Factors influencing corporate responsiveness include organizational culture, leadership, technological capability, and stakeholder engagement. The integration of MIS enhances these factors by providing real-time data, facilitating communication, and streamlining decision-making processes. Organizations that prioritize responsiveness are better positioned to innovate, mitigate risks, and maintain customer satisfaction. Management Information Systems can be pivotal in fostering corporate responsiveness by enabling real-time decision-making, enhancing communication, and improving operational efficiency. Despite the challenges associated with their implementation, the benefits of MIS in adapting to dynamic business environments are undeniable. Organizations that leverage MIS effectively are better positioned to address stakeholder needs, mitigate risks, and sustain competitive advantage. As technological advancements continue to redefine the capabilities of MIS, organizations must remain proactive in adopting and integrating these systems to thrive in an increasingly complex and competitive landscape.

Statement of Problem

The role of management information systems (MIS) in enhancing corporate responsiveness in microfinance banks (MFBs) has been increasingly emphasized in the global financial landscape. However, many microfinance institutions, particularly in developing economies, still face challenges in leveraging MIS to improve their operations and responsiveness to clients' needs. This limitation hinders their ability to fulfill their core mandate of providing financial services to low-income individuals and small businesses. The problem lies in the gap between the potential of MIS to enhance decision-making, operational efficiency, and customer satisfaction, and the actual implementation and utilization of these systems in MFBs. MIS are designed to facilitate the collection, processing, storage, and dissemination of information necessary for decision-making within organizations. They play a critical role in enabling institutions to respond promptly to customer demands, regulatory requirements, and competitive pressures (Laudon & Laudon, 2020). Despite this potential, many MFBs operate with outdated or poorly integrated systems that fail to deliver real-time insights. As a result, these banks struggle to make data-driven decisions, leading to inefficiencies and missed opportunities to address customer needs proactively (Okoye et al., 2019). A significant issue contributing to this problem is the lack of adequate investment in MIS infrastructure. Many microfinance banks face financial constraints that limit their ability to acquire and maintain sophisticated information systems. Additionally, there is often a lack of skilled personnel to operate and manage these systems effectively, further exacerbating the problem (Ogunleye et al., 2021). This underutilization of MIS

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diminishes the capacity of MFBs to adapt to market changes and improve service delivery, which are critical for maintaining a competitive edge. Furthermore, regulatory compliance requirements have increased in complexity, necessitating robust MIS to handle reporting and monitoring obligations. Inadequate systems expose MFBs to regulatory risks and potential penalties, which can undermine their financial stability (Adebayo & Olayemi, 2018). Moreover, the inability to leverage MIS for customer relationship management leads to poor service delivery and reduced client satisfaction, ultimately affecting the growth and sustainability of these institutions. Another aspect of the problem is the resistance to change among staff and management within MFBs. Even when investments in MIS are made, a lack of training and resistance to adopting new technologies often impede the effective use of these systems (Chukwuemeka et al., 2020). This resistance limits the potential of MIS to transform organizational processes and enhance responsiveness. The consequences of this problem are far-reaching. Without effective MIS, MFBs are unable to respond promptly to client inquiries, adapt to market dynamics, and compete effectively in an increasingly digitalized financial sector. This inadequacy not only affects the operational efficiency of these banks but also undermines their ability to achieve their mission of financial inclusion. However, this study is established to investigate the relationship between management information systems and corporate responsiveness in microfinance banks in Bayelsa State.

Aim and Objectives

The aim of the study is to investigate the relationship between management information systems and corporate responsiveness in microfinance banks in Bayelsa State. The specific objectives are:

1. To examine the extent to which executive support system relates to corporate responsiveness in microfinance banks in Bayelsa State.
2. To determine the extent to which transaction processing system relates to corporate responsiveness in microfinance banks in Bayelsa State.

Hypotheses

H₀₁: There is no significant relationship between executive support system and corporate responsiveness in microfinance banks in Bayelsa State.

H₀₂: There is no significant relationship between transaction processing system and corporate responsiveness in microfinance banks in Bayelsa State

REVIEW OF RELATED LITERATURE

Management information Systems

A system created especially to provide management with the decision-oriented data they need to plan, coordinate, and assess organisational operations is known as a management information system (MIS) (Agu, Ugwu, & Igwegbe, 2017; Okeke, 2021). It serves as a cohesive framework that offers data to assist with operational procedures, organisational management, and decisionmaking (Onodi et al., 2021; Tantua & Godwin-Biragbara, 2020). Data collection, processing, storage, and transmission that supports management processes are all included in the scope of MIS (Emmanuel et al., 2019). According to Agu et al. (2017), MIS is an integrated structural system that uses human resources, software, hardware, and other instruments to efficiently gather and analyse data. This system guarantees that crucial information is sent to the right people at the right time, in the right format, and at the right cost. The organisational, managerial, and technological facets of MIS were further

highlighted by Osodo and Jemaiyo (2015). Achieving optimal performance requires striking a compromise between these three factors, claim Laudon and Laudon (2004). According to Osodo and Jemaiyo (2015), MIS is the process of turning ordinary organisational records or raw data into information that can be used to make decisions. Since MIS is fundamentally different from traditional data processing systems, management support is essential to the success of MIS design. It facilitates the planning, directing, and administration of organisational operations by transforming data from internal and external sources into information that managers at different levels may utilise to make prompt and efficient choices. MIS is primarily concerned with using information systems, not only producing information. A number of factors, including the rapid growth of the information economy, the rise of highly competitive digital businesses, and technological advancements, particularly in telecommunications, have contributed to the creation of a global market without boundaries. In recent years, the use of Management Information Systems (MIS) has increased significantly across a variety of sectors, including businesses, individuals, and governments. MIS provides managers and business professionals with information through reports and displays. For example, sales managers can easily access sales results from their daily analysis reports using their networked computers and web browsers, enabling them to assess each sales representative's performance. MIS also takes into account the integrative nature of information flow and the structuring of organisations around decision-making centres. Setting performance standards is crucial to effective planning, and the establishment of these standards depends on the availability of pertinent information from MIS. This concept differs from information technology, which refers to the products, methods, inventions, and standards used to generate information (Kroenke, 2007). Information systems play a critical role in assisting managers to analyze problems, visualize complex topics, and develop new products (Laudon & Laudon, 2008).

Executive Support System

Computer-based information systems called Executive Support Systems (ESS) are intended to help top managers make strategic choices. Executives can swiftly see patterns and possible problems with the use of data visualisations and high-level overviews of business performance provided by ESS. Senior executives' informational and decision-making demands are satisfied by an Executive Information System (ESS), also known as an Executive Support System. In order to accomplish organisational objectives, it provides convenient access to information from both internal and external sources (9. Executive Support Systems (ESS) - 9. Executive Support Systems (ESS) Definition of ESS an - Studocu, n.d.). In order to support executives' informational duties, ESS is a strategic information system used for unstructured decision-making at the executive level. It frequently incorporates sophisticated visuals and communication capabilities. Because they create important connections between different operational activities, information systems (IS) are regarded as one of the most important instruments in organisations (Nuraliati & Sianturi, 2021). For management and executives to make well-informed decisions that impact organisational performance, IS depends on organisational data. Decision-making requires effective data management, thus the quality of the data is essential. To get the best outcomes in daily operations, organisations need to keep their information systems in top condition (Nuseeb, Koussa, Matshidze, Umeokafor, & Windapo, 2021). Nonetheless, a lot of businesses struggle with IS quality, which may have a detrimental effect on overall business success. Executive and management choices about investments, working capital, and spending can all be negatively impacted by subpar IS. The business may suffer long-term financial losses as a result of

decisions taken with poor IS data quality. Similar problems affect a number of organisations, including businesses in Indonesia (Puspitawati, 2021). Companies in the public and private sectors, in particular, have challenges related to IS quality (Sari & Lubis, 2018). bad IS has a negative impact on many choices in publicly traded firms, resulting in low profitability, a low return on equity, and a bad return on assets. Therefore, it is essential to solve IS quality concerns. Key components of IS quality, including dependability, adaptability, and efficiency, have been emphasised by research. Enhancing IS quality, which is crucial for fostering overall organisational performance, may be achieved by improving these three factors (Hartani, Haron, & Tajuddin, 2021).

Transaction Processing System

A Transaction Processing System (TPS) is an essential component of contemporary information systems built to capture, enter, store, retrieve, and process data about business activities. TPS's main duty is to produce the information and records required to support an organization's operational requirements (Rahmatian, 2003). Computers are essential to TPS in today's technology environment because they make it possible to coordinate transactions across organisational domains, including financial information systems in establishments such as Satya Wacana Christian University (Gainau & Kurniawati, 2011). Production control, calibration, maintenance, supplier and customer relationship management, warehouse management, and other quality operations are managed by integrated information systems using TPS (Lari, 2002). Data dependability is essential, especially for management's financial supervision procedures (O'Brien, 2015). At its core, TPS is a tailored information system designed to collect, process, store, display, modify, and terminate internal business activities (Parson, 2012). It consists of an organized set of personnel, protocols, databases, software, and hardware that support an organization's key functions. Therefore, TPS is critical for managing and executing the fundamental transactional tasks that underpin business operations. TPS is essential to a business's day-to-day operations since it makes it easier for suppliers and customers to communicate. TPS should be able to satisfy customers during transactions by giving information on pricing, price adjustments, payment options, and bills. Managers can communicate with suppliers using TPS as well. Information technology, however, might not be required for small enterprises to acquire precise data for operational procedures. When a client asks for a product at a store, for instance, salespeople may easily find it on the display rack or in storage and tell the consumer if it is available. Completing the data collection, storage, processing, and output tasks necessary for a company's fundamental activities depends on TPS. Users' data is gathered, processed, and outputs are produced using the data. The ATM system, which records all consumer-bank interactions with little assistance from humans, is a prominent example of TPS. According to Oscar (2011), the bank's computer determines if the account has enough money, subtracts the withdrawal amount, and then permits the ATM to distribute the cash when a client takes out cash from it.

Corporate Responsiveness

Corporate responsiveness refers to a company's ability to react to various internal and external challenges and opportunities, often by adapting its strategies, policies, and practices to meet the changing needs of its stakeholders. It involves proactively identifying and addressing issues that may affect the business environment, from customer demands to regulatory changes, and ensuring that the organization remains resilient and competitive. Corporate responsiveness is a key element of strategic management and is integral to a company's long-term success and sustainability (Eisenhardt & Martin, 2000). A critical aspect of corporate responsiveness

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is the company's ability to adapt to changing market conditions. In today's fast-paced business environment, organizations must be flexible and responsive to technological advancements, shifts in consumer preferences, and new competitive pressures. Companies like Apple and Tesla have excelled in corporate responsiveness by continuously innovating and adapting their products to meet consumer demands and technological trends. For instance, Apple's ability to quickly incorporate new features and technologies into its devices, such as the transition from the headphone jack to wireless AirPods, exemplifies its responsiveness to both consumer demand and technological progress (Koller, 2015). Similarly, Tesla's rapid development of electric vehicles and energy storage solutions highlights its ability to respond to growing concerns about environmental sustainability and the demand for renewable energy. Corporate responsiveness also encompasses the ability to address social, environmental, and ethical issues. In recent years, stakeholders—including consumers, investors, and regulatory bodies—have increasingly demanded that businesses take responsibility for their environmental and social impacts. Companies are now expected to not only deliver financial performance but also demonstrate a commitment to sustainability and social responsibility. For example, when Nike faced criticism for labor practices in the 1990s, the company responded by implementing comprehensive changes to improve working conditions in its supply chain and by increasing transparency in its operations (Locke, 2002). This responsiveness helped the company regain its reputation and improve relationships with stakeholders, including consumers and advocacy groups. Another key element of corporate responsiveness is the ability to react to regulatory changes. Governments around the world are constantly updating laws and regulations, particularly in areas such as data privacy, labor rights, and environmental protection. Companies must stay ahead of these changes and ensure compliance to avoid legal repercussions and reputational damage. For example, the implementation of the General Data Protection Regulation (GDPR) in the European Union forced companies to adjust their data handling practices. Many businesses, such as Facebook and Google, had to update their data privacy policies and practices to comply with the new regulations, demonstrating their responsiveness to the evolving legal landscape (Mann, 2018). Corporate responsiveness also extends to managing crises. The ability to effectively handle unexpected events, such as natural disasters, public relations issues, or financial downturns, is essential for maintaining business continuity and protecting stakeholder interests. The COVID-19 pandemic is a prime example of how businesses needed to rapidly adjust to an unprecedented global crisis. Companies like Amazon and Zoom quickly adapted their operations to meet the surge in demand for online shopping and virtual communication, respectively, while also implementing new health and safety measures to protect employees and customers (Cheng, 2020). Corporate responsiveness is vital for the success and sustainability of modern organizations. By being adaptable and proactive, companies can respond effectively to market changes, social expectations, regulatory requirements, and unforeseen crises. A strong ability to respond to these challenges not only protects the company's reputation but also helps to build long-term relationships with stakeholders and maintain competitive advantage. Companies that fail to be responsive risk losing market share, consumer trust, and their ability to innovate in an increasingly dynamic global environment.

Theoretical Framework

The Resource-Based View (RBV) hypothesis will serve as the foundation for this investigation. The RBV hypothesis, which was put out by Wernerfelt in 1984, states that businesses have resources, some of which provide

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them a competitive edge and a portion of which lead to better long-term performance. According to the idea, a corporation may sustain a competitive advantage over time by protecting its resources against imitation, transfer, or substitution. This advantage can be created by resources that are uncommon and precious. According to Akanbi and Adewoye (2018), an organisation may get a competitive edge over its rivals by utilising strategic resources like management information system (MIS) infrastructure. A corporation is made up of internal and external groups that are created through social interactions with the goal of enhancing and regulating behaviours, according to theorists such as George, Philip, and Schulman Lawrence (1992). The external environment is thought to include valuable resources that are essential to a company's existence and are in short supply. The unpredictable nature of obtaining resources from the outside world is the cause of this shortage (Akanbi & Adewoye, 2018). Consequently, a manufacturing company would usually adopt a MIS for one or more of the reasons listed above. This is because the manufacturing sector is dynamic and characterised by risks and uncertainties brought about by changes in the external environment, underscoring the need for strategies that address these external challenges. Ngelechei and Olweny (2016) noted that organisations seek to control resources to reduce their reliance on other firms, and a successful organisation aims to gain control over resources that increase other companies' reliance on it.

Empirical Studies

Numerous empirical studies have looked at the relationship between Management Information Systems (MIS) and organisational performance. For example, Nworie and Oguejiofor (2023) looked at how MIS affects the performance of cement-producing companies in Southeast Nigeria. They evaluated the effects of executive support, decision support, and transaction processing systems on firm performance using a descriptive survey design. The population consisted of 143 employees from the accounting and MIS departments of four cement companies, and 141 samples were chosen using Yamane's formula. The findings showed that the three systems had a significant and positive impact on the firm performance of cement-producing companies in the region. Similar to this, Nwiyii, Amanawa, and Uelee (2022) investigated the connection between organisational success and MIS in a subset of South-South Nigerian industrial enterprises. As measures of organisational performance, the study concentrated on customer happiness, product innovation, and market expansion. A sample of 180 managers from 36 production organisations was taken using a cross-sectional survey technique. The study demonstrated how MIS improves organisational performance by encouraging innovation and consumer happiness by establishing a substantial positive correlation between MIS and market expansion, product innovation, and customer contentment. Okeke (2021) investigated how MIS affected organisational performance in manufacturing firms in Anambra state. Data was gathered from 334 respondents in 15 manufacturing firms using a purposive sample technique. The study concluded that artificial intelligence, process control systems, and decision support systems had a positive impact on the effectiveness and efficiency of manufacturing firms' performance. The study suggested that a central database management system be implemented, as well as that MIS structures be made more flexible to allow information to flow within firms. Using a cross-sectional survey design and sampling 180 respondents from 36 manufacturing companies, Bestman and Kenebara (2021) examined the relationship between executive information systems (EIS) and the productivity of manufacturing companies in Rivers State, Nigeria. The study revealed a significant relationship between EIS effectiveness and

company productivity, and it recommended hiring reliable third-party firms to provide accurate accounting information. It also stressed the significance of ensuring information security, accuracy, and timeliness. The effect of information systems on organisational effectiveness at Chilean higher education institutions was investigated by Guzman et al. (2018). The study discovered that decision-making, system quality, information quality, and service quality all had an impact on job commitment and job satisfaction, which in turn had an impact on organisational performance. The study came to the conclusion that work satisfaction and organisational performance were significantly improved by the success of information systems. MIS and organisational performance at Seven-Up Bottling Company in Aba and Port Harcourt were studied by Young-Harry, Oparanma, and Ejo-Orusa (2018). The study discovered a strong and positive correlation between organisational performance and MIS, suggesting that efficient MIS use enhanced business success. Rehab (2018) looked on how accounting information systems (AIS) affected Saudi SMEs' organisational effectiveness. According to the results, using AIS greatly enhanced decisionmaking, quality improvement, and cost reduction—all of which enhanced organisational performance. Marire (2018) studied the relevance of MIS in service delivery and paperwork reduction in Nigerian colleges. According to the report, MIS greatly improved service delivery and decreased paperwork. The study found that a significant barrier to the efficient administration of Nigerian institutions was inadequate MIS implementation. Together, these studies demonstrate how several kinds of information systems, such as accounting, executive, decision, and transaction processing systems, improve organisational performance in a variety of industries.

METHODOLOGY

The study employs a comprehensive correlational survey approach to evaluate and understand the relationship between the various variables under investigation. This approach is chosen to establish patterns and determine how the selected variables interact with each other. The target population for this study consists of eighty-four (84) management-level employees working within microfinance banks operating in Bayelsa State. These employees have been chosen due to their significant roles and experience in the management and operational functions of the microfinance banks, making them suitable respondents for the research. A structured questionnaire was used in the study to gather the necessary primary data. The questionnaire was thoughtfully crafted to immediately collect the required data from research participants. With the use of this tool, the researcher was able to collect pertinent information from participants in a methodical way, guaranteeing that their answers were pertinent to the study topics. Both descriptive and inferential statistics were then used to analyse the information gathered from the questionnaire. The data was succinctly and clearly summarised using descriptive statistics, such as percentages, frequency distributions, and mean values, which gave a thorough picture of the respondents' traits and the main themes found in their answers. These steps made it easier to analyse complicated data by distilling it into insightful conclusions. In addition, Spearman rank-order correlation coefficient was used to ascertain the strength and direction of the relationship between the various variables; this non-parametric approach was selected because it is especially useful in determining the degree of association between ordinal variables or when the data does not meet the assumptions of other parametric tests. The analysis was achieved with the aid of SPSS (Statistical Package for the Social Sciences) version 23, a widely recognized and powerful software tool that is commonly used for conducting statistical analysis in social science research.

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ANALYSIS, RESULTS AND DISCUSSION

Table 1: Descriptive Result on Executive Support System

S/N	Question Items	SA (5)	A (4)	MA (3)	D (2)	SD (1)	AGG SCORE	X
1	Management Information System speedup the internal communication.	25 (29.7)	10 (11.9)	4 (4.7)	30 (35.7)	15 (17.8)	252	3.0
2	Management Information System helps to get rid of mistakes or erroneous problems.	30 (35.7)	25 (29.7)	10 (11.9)	15 (17.8)	4 (4.7)	314	3.7
3	Available website to communicate with external environment.	19 (22.6)	15 (17.8)	10 (11.9)	25 (29.7)	15 (17.8)	250	2.9
4	Simplify the exchange of knowledge and information.	25 (29.7)	10 (11.9)	5 (5.9)	30 (35.7)	14 (16.6)	254	3.0
5	Top management staff take strategic diction based on the available information facilitated by MIS.	40 (47.6)	20 (23.8)	14 (16.6)	6 (7.1)	4 (4.7)	338	4.0

Source: Survey Data, 2024. All figures in parenthesis are %

Descriptive findings based on respondents' opinions on how much the executive support system contributes to the business information system are shown in Table 1. Respondents somewhat believe that management information systems improve internal communication, as shown by the first item's mean score of 3.0. With a mean score of 3.7, the second question indicates agreement that management information systems aid in the removal of mistakes or issues. With a mean score of 2.9, the third item—which focusses on whether a website is available for communicating with the outside world—indicates moderate agreement. With a mean score of 3.0, the fourth item shows a moderate level of agreement that these platforms make information and knowledge sharing easier. Last but not least, respondents strongly believe that senior management understands the value of management information systems, as indicated by the fifth item's mean score of 4.0.

Table 2: Descriptive Result on Transaction Processing System

S/N	Question Items	SA (5)	A (4)	MA (3)	D (2)	SD (1)	AGG SCORE	X
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1	The company ensures that information flows swiftly across all departments by using MIS.	35 (41.6)	20 (23.8)	9 (10.7)	14 (16.6)	6 (7)	316	3.7
2	Information system is helpful in quick transaction process	59 (70)	14 (16.6)	6 (7)	4 (4.7)	1 (1)	378	4.5
3	I perform multiple transaction all at using information system	28 (33)	25 (29.7)	6 (7)	15 (17.8)	10 (11.9)	298	3.5
4	Transaction between clients is effective with the use of structured transactional system.	25 (29.7)	18 (21)	6 (7)	20 (23.8)	15 (17.8)	270	3.2
5	Transaction within the business entity is effective with information system	18 (21)	5 (5.9)	15 (17.8)	35 (41.6)	11 (13)	236	2.8

Source: Survey Data, 2024. All figures in parenthesis are %

Based on respondents' opinions about how much the transaction processing system contributes to the corporate information system, Table 2 presents descriptive findings. With a mean score of 3.7 for the first item, respondents concur that the company guarantees rapid information flow across a range of possibilities. With a mean score of 4.5 for the second question, respondents strongly agreed that the information system speeds up transaction processing. With a mean score of 3.5, the third item indicates agreement that the information system makes it possible to execute several transactions at once. With a mean score of 3.2 for the fourth item, it appears that respondents concur that the technology improves the efficiency of customer interactions. Finally, the fifth item, which has a mean score of 2.8, shows a modest level of agreement that the information system is used to handle internal transactions inside the company.

Table 3: Descriptive Result on Corporate Responsiveness

S/N	Question Items	SA (5)	A (4)	MA (3)	D (2)	SD (1)	AGG SCORE	X
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1	Information System is helpful in increasing production of products and services	25 (29.7)	10 (11.9)	4 (4.7)	30 (35.7)	15 (17.8)	252	3.0
2	Information systems lower an organization's operating expenses.	30 (35.7)	25 (29.7)	10 (11.9)	15 (17.8)	4 (4.7)	314	3.7
3	Information systems contribute to an organization's ongoing development.	19 (22.6)	15 (17.8)	10 (11.9)	25 (29.7)	15 (17.8)	250	2.9
4	Business information system helps in playing role to achieve competitive environment.	25 (29.7)	10 (11.9)	5 (5.9)	30 (35.7)	14 (16.6)	254	3.0
5	Information System it provides easy access to information for the customers.	40 (47.6)	20 (23.8)	14 (16.6)	6 (7.1)	4 (4.7)	338	4.0

Source: Survey Data, 2024. All figures in parenthesis are %

The descriptive results based on respondents' opinions on how much productivity is shown by employees in the organisation under study are shown in Table 3. With a mean score of 3.0 for the first item, respondents concur that the information system helps to boost the production of products and services. With a mean score of 3.7, the second item indicates agreement that the information system lowers operating expenses for the company. With a mean score of 2.9, the third question indicates a modest level of agreement that the information system facilitates ongoing organisational development. With a mean score of 3.0, the fourth item indicates that respondents believe the corporate information system contributes to creating a competitive environment. Lastly, the fifth item, with a mean score of 4.0, indicates strong agreement that the information system provides customers with easy access to information.

Table 4: Relationship outcome between executive support system and corporate responsiveness.

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			Executive support system	Corporate responsiveness
Spearman's rho	Executive support system	Correlation Coefficient	1.000	.491**
		Sig. (2-tailed)	.	.000
		N	84	84
	Corporate responsiveness	Correlation Coefficient	.491**	1.000
		Sig. (2-tailed)	.000	.
		N	84	84

Correlation is significant at the 0.01 level (2-tailed). Source: SPSS Output.

The executive support system and company responsiveness have a positive and substantial association ($r = 0.491$), according to inferential analysis, and the link is significant at $p = 0.00 < 0.01$. The null hypothesis is rejected as a result of this finding, which also demonstrates a strong correlation between corporate responsiveness and the executive support system in Bayelsa State's telecom sector. The results are consistent with those of Bestman and Kenebara (2021), who investigated the connection between corporate responsiveness and executive information systems (EIS) in Nigerian industrial firms located in Rivers State. In a similar vein, their study found a strong correlation between business responsiveness and EIS efficacy.

Table 5: Relationship outcome between transaction processing system and corporate responsiveness
Correlations

	Transaction processing	Corporate responsiveness system		
Spearman's rho	Transaction system processing	Correlation Coefficient	1.000	.662**
		Sig. (2-tailed)	.	.000
		N	84	84
	Corporate responsiveness	Correlation Coefficient	.662**	1.000
		Sig. (2-tailed)	.000	.
		N	84	84

** Correlation is significant at the 0.01 level (2-tailed). Source: SPSS Output.

The results of the study show a substantial relationship between corporate responsiveness and the transaction processing system ($r = 0.662$). In the Bayelsa State telecommunications sector, there is a substantial correlation between corporate responsiveness and the transaction processing system, as evidenced by the rejection of the null hypothesis at $p = 0.00 < 0.01$. The findings of Nworie and Oguejiofor (2023), who investigated the impact of management information systems (MIS) on the performance of cement-producing companies in Southeast

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Nigeria, are consistent with this one. All three systems had a substantial and beneficial influence on the performance of cementproducing enterprises in the region, according to their study, which assessed the impacts of executive assistance, decision support, and transaction processing systems on company performance.

CONCLUSION

The study was conducted with the aim of investigating the empirical relationship between management information systems (MIS) and corporate responsiveness in microfinance banks located in Bayelsa State. The primary objective of the research was to explore how various components of MIS, particularly executive support systems (ESS) and transaction processing systems (TPS), influence the ability of microfinance banks to respond effectively to their operational challenges and market demands. From the results of the inferential analysis, it was revealed that there is a clear and existing relationship between ESS, TPS, and corporate responsiveness within these banks. The analysis demonstrated that both ESS and TPS are integral to the operational efficiency and strategic decision-making processes in microfinance institutions. ESS, which is designed to provide toplevel management with timely and accurate information to support decision-making, was found to significantly impact corporate responsiveness by enhancing managers' ability to make informed and prompt decisions. Similarly, TPS, which focuses on the processing of routine transactions and the efficient management of day-to-day operations, also contributed to improving the overall responsiveness of the banks by streamlining transaction flows and reducing operational delays. Based on these findings, the study concludes that there is a significant and positive relationship between management information systems and corporate responsiveness in microfinance banks in Bayelsa State.

RECOMMENDATIONS

Based on the findings and conclusions of the study, the following five recommendations are made to improve the relationship between management information systems (MIS) and corporate responsiveness in microfinance banks in Bayelsa State:

1. Microfinance banks in Bayelsa State should invest in advanced MIS, particularly Executive Support Systems (ESS) and Transaction Processing Systems (TPS), to enhance the decision-making process and improve operational efficiency. The effective use of these systems will enable better corporate responsiveness and agility, allowing banks to quickly adapt to market changes and operational challenges.
2. Given the importance of ESS and TPS in improving corporate responsiveness, it is crucial to provide regular training and development programs for employees. This will ensure that staff members, especially those in management, are proficient in utilizing these systems effectively. A well-trained workforce will be better equipped to handle the dynamic demands of the microfinance industry and contribute to improved organizational performance.
3. Microfinance banks should focus on strengthening their ESS by ensuring that top-level management has access to real-time, accurate, and comprehensive data. This will help management make timely and informed decisions, which are critical for responding swiftly to emerging issues and opportunities in the banking environment.
4. It is recommended that microfinance banks continually assess and streamline their TPS to ensure smooth processing of transactions. This can be achieved by adopting modern technologies and automating routine

processes. Streamlining TPS will help reduce transaction delays, improve customer service, and enhance overall corporate responsiveness.

5. To maintain a competitive edge, microfinance banks should regularly evaluate and upgrade their MIS infrastructure. This involves not only adopting new technologies but also ensuring that existing systems are optimized for peak performance. Continuous improvement will ensure that the banks can effectively respond to both internal needs and external market forces, thereby fostering long-term growth and sustainability.

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