



# **MANAGEMENT INFORMATION SYSTEM AND THEIR ROLE IN SOLVING THE PROBLEMS**

(Case Study at Department of Finance -Benghazi)

## **FINAL REPORT**

**IN PARTIAL FULFILLMENT THE REQUIREMENTS**

**FOR THE DEGREE OF MASTER OF BUSINESS**



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**Malang ,**

**Gafar .M. RagabEL Ganzori**  
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## DEDICATIONS

to my mother and father , who built the first port in my heart to where i  
always berth my ship containing all my failures and humble  
accomplishments .and to my brothers and sisters for showing me how to live  
. to my country For showing me why to live

when we were learning to read we were not satisfied until we could recognize  
the limited number of letters of the alphabet in all the various words in which  
they occurred , we did not think them beneath our notice in large words or  
small, but tried to recognize them everywhere on the grounds that we should  
not be literate till we could.

Plato, the republic





## BIOGRAPHY

I am Gafar M, Ragab El Ganzori I was born in 1976 . I am Libyan. I got a bachelors degree business administration . I did this report to get master of business administration. Title of report is **MANAGEMENT INFORMATION SYSTEM AND THEIR ROLE IN SOLVING THE PROBLEMS**(Case Study at Department of Finance -Benghazi) .

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## SUMMARY

In this report, attempts have been made to examine the MIS, its problems, importance in an

Organizational setting and to explain relationship between the application of information management and disposal of problems. One may conclude that MIS is the lifeblood of any organization. Both public and private sectors must be committed to seeking formal or organized information before taking decisions. nevertheless MIS is one of the systems that can find the solutions of the administrative problems in terms of collection , processing ,classification and archiving the information and data which are needed by the decision makers for doing all administrative functions in terms of Planning , organizing , directing , monitoring and all fields of works in the organization. Management problems will be provided with specific answers through computer simulations and techniques.

Today's managers must be careful, as they can become inundated with only marginally relevant facts rather than be presented with concrete and absolutely useful information. And increase the effectiveness of the regulatory process in the Ministry of finance Benghazi Branch.





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## CHAPTER 1

### INTRODUCTION

#### 1.1. Background

Informational systems have become a pivotal feature in contemporary business. Understanding the management practices associated with informational technology can make you an instant commodity for innovative companies. In today's world, it is essential to manage the storage, transmission and analysis of information. Studying the management of informational systems allows you to understand the demands put on employees and practical ethical challenges that may arise in the future (Ehow 2012).

There are many problems facing the administrative tasks in government institutions in the Arab world in general and Libya in particular, when they adopting the traditional methods in tasks managing .MIS is one of the systems that can find the solutions of the administrative problems in terms of collection, processing, classification and archiving the information and data which are needed by the decision makers for doing all administrative functions in terms of Planning, organizing, directing, monitoring and all fields of works in the organization.

The public organizations showed a major shift in information systems in terms of using computer, databases, networks, in addition as well as the technological means which contributed in the existence of information system depend mainly on using the computer. Most of administrative problems in governmental organizations, including the Ministry of finance Benghazi Branch, is in fact informatics problems were not previously existed when the papers and records are the only way to identify and telemetric, but today as a result of the emergence of information systems, it has become the dealing with these quantities of leaves form of an old tradition and present the complexity of the administrative work and the senseless waste of precious time which should exploited in order and data communications, and decision – making at full speed, the success of the administration itself is certainly depends on the good use of information systems in the administrative work. To another. Hence, here in this





report, we would like examine the to improve Management Information Systems by Libyan government and local and to determine it the influence of To Solutions to administrative problems in terms of collection, processing and classification and archiving of data and information needed by decision makers for administrative functions. (Aarev2008).

## 1.2 Problem Statement

In the midst of the current developments, our government should convoy with this management development that helps regulate work within the organization in order to achieve speed in performing the tasks and high accuracy in perform and maintain the time of both the employee and the customer with the institution , and prevent the financial waste of the institution, the modern decisions are not depend on the information only but also on the technical analysis and modelling and the search for better solutions . That is some problems.

- 1- The government institutions suffer the chaos and inability to accomplish the business that may be due to inability to create an organizational structure administrative
- 2- The growing complaints by reviewers of ministry of finance Benghazi Branch because to accomplish tasks are slow, reality the administrative work of public organizations in Libya. Have been suffered a lot of problems.
- 3-to convert transactions administrative from paper to electronic transactions which is quick in completing the transactions and that was the fundamental problem of the current study.
- 4-identify the impact of deficiencies in monitoring of attendance compliance and business rules on work efficiency and staff performance.





### 1.3 Report Objectives

1. To explain administrative problems faced by the Ministry of finance Benghazi Branch and how to overcome them  
Structure problems- problems of censorship and administrative corruption - problems with the use of computers - problems with the manual method to complete transactions- the problems of communication and transmission of information. Problems dissatisfaction reviewers- wasting public money problems - wasting time problems - wasting human powers problems
2. To explain how relationship between the application of management information system can dispose the problems (problems of organizational structure - problems of censorship and manifestations of corruption - problems of using computers- problems of manual method?, in the completion of transactions communication problems and telemetric - problems of wasting time - wasting human powers problems)
3. To explain how reliance on management information systems can increasing the effectiveness of the regulatory process in the Ministry of finance - Benghazi Branch

### 1.4 Report Benefit

Take advantage of the report represents the main motive for choosing this topic is the belief that to judge the efficiency of organizations become via management information systems in institutions. any that implementation management information systems are the key to support any organization, regardless of the type of activity .management information systems to achieve their many interactions in organizations modern, including: Improves personal efficiency to manager, Facilitates among employees communication and customers, Increases organizational control, supports planning and control decisions MIS Encourages Decentralization Management information systems affect the performance and quality of work.

On the other hand the growing importance of management information systems in light of the major economies and slow growth in the government



institutions in Libya, this study became necessary and the course to development, career development. The availability of the customer data and feedback can help the organization to align their management processes according to the needs of the customers.

My report focuses on understanding Management Information System and Their Role in Solving the Problems on Finance Department in Benghazi. Also how can the manager and employees to benefit of Management Information System in top level in solving the Problems - Ministry of finance.





## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 Management Information Systems

Every aspect of management in the modern age relies heavily on information to thrive. Nothing moves without information and it is generally believed that information is power and that he who has it has power. There is no universally accepted definition of MIS and those that exist reflect the emphasis and perhaps prejudices of their authors. However, the term “management information system” can be seen as a database management system tailored to the needs of managers or decisionmakers in an organization. MIS is a system using formalized procedures to provide management at all levels in all functions with appropriate information based on data from both internal and external sources, to enable them to make timely and effective decisions for planning, directing and controlling the activities for which they are responsible (Argyris, 1991).

Also (pathak 2010) say the management information system (MIS) is a formal method of making available to management the accurate and timely information necessary to facilitate the decision making process and enable the organization's planning control, and operational functions to be carried out effectively. The system provides information about the past, present, and projected future and about relevant events inside and outside the organization.

##### 2.1.1 The concept and its importance to the administration.

MIS very important to the administration and management, like is They attempt to make decisions, prepare plans and control activities by using information which they obtain from formal sources .

A management information system is generally thought of as an integrated, user-machine system providing information to support operations, management and decision-making functions in an organizations.

As a matter of fact, an MIS is a special-purpose system useful for management in an organization. MIS is an accessible and rapid conveyor belt for appropriate high quality information from its generation to its users.





The heart of an effective MIS, therefore, is a carefully conceived, designed and executed database. Its level corresponds to adaptive decisions.

(Adekeye 1997).

### 2.1.2 Types of systems and information.

**1. Transaction Processing Systems (TPS)** Systems (TPS) that support the day-to-day activities of the business. These applications are normally the first to be computerized and are characterized by large numbers of transactions updating the corporate database. These systems are mainly used by clerical staff performing such regular business activities as invoicing and issuing of stock, following well defined business procedures. The users of transaction processing systems tend to work at the lowest level of detail as they process or query one transaction at a time, using computer systems to capture the raw data which reflects the business processes of the organization. (Nash & belle 2001)

**2. Management information system** as "a system that collects and processes data (information) and provides it to managers at all levels, who use it for decision making, planning, program implementation and control." An information system comprises of all the components that collect, manipulate, and disseminate data or information. It usually includes hardware, software, people, communication systems such as telephone lines, and the data itself (Sekhar, 2007)

**3. Decision Support System** is interactive well integrated systems that provide with data tools and models to facilitate semi-structured decision or tactical decisions. It automates the routine and repetitive elements in a problem while simultaneously supporting the use of institution and judgments. Decision support system are ideally suited for problems like location, selection, identifying new personnel and analyzing the effect that price increase for resources have on profits. A Decision Support System allows to perform goal. Seeking in a organization which specifies what an action a manager or information officer should take in order to accomplish a certain goal. (Gupta & Tripathi 2010)





Also (DSS) allow managers to generate their own reports and enquiries. When information is required to support management decision making, the user is able to interact directly with the computer via a graphical user interface to request the relevant data, select and apply the appropriate decision model and generate the output report in the format required. (Nash & belle 2001).

**4. Office Automation Systems (OAS)** includes Official and non-official Electronic Systems, mainly related to exchange of information to and from people inside and outside the organization. (McLeod1990) Goal of system CNC Business Automation implemented in the administrative offices, and main purpose of this system is to provide the best rules for decision-making, ie increase the effectiveness of administrative work in organizations, and improve the exchange of information between management levels and regulatory environment on the one hand, and with the external regulatory environment on the other hand. This is done by creating an information network connected by each beneficiary party. The office automation system has several uses, including: Word processing, Electronic Mail, Voice Mail, Audio Conferencing, Video Conferencing and Fax Mail. (Nash & belle 2001)

**5. Expert System (ES)** It is also known as knowledge based system, is software designed to capture the knowledge and problem solving skills of a human expert. It has three main components:

- A Knowledge based
- An interface engine
- A user interface

**6. Executive Information system** are form of data retrieval system that provided selected and Summarized information for senior executives, engaged in different kinds of crisis management and other strategic decision. It is a user friendly interactive system having excellent means and graphical capabilities. (2008Aarev) A typical way that **EIS** is to allow timely access to information. This helps managers to comprehend the





problem and learn from it. This leads to finding a solution that can spark off related questions in the mind of the managers. Asking these questions in time keeps the manager continuously learning from what takes place in the organization. (Emmanuel 2006)

**7. Research and Development Information System(R &D)**is responsible for creating and developing new and latest information and services in order to better opportunities and better environment. Systems R&D is an open system that has improvement in information and communications exchange with the external environment and other organizational submits.

**2.1.3 Characteristics of information systems** The characteristics of MIS in practice include:

- An information focus, designed for managers in an organization;
- structured information flow;
- An integration of data processing jobs by business function, such as Production of MIS, personnel MIS and so on; and
- Inquiry and report generation, usually with a database. ( Adeoti, 1997)

**2.1.4 Components and Activities of information systems**

- 1. Input:** For input in a system there is a need to collect the data. For collection of data there is a need of raw material, energy and data.
- 2. Processing:** The process includes manufacturing process, human ability process and mathematical calculations but the data should be processed as follow: - Modify and organized the data. - Entering the data. - Transforming the data. - To make all data usable in form of information. - Store the all data in secure form. -Control the data and in a system there is no repetition of data and use of unnecessary data.
- 3. Output:** The third component of a system is output. The output of a data is to be very to work or to give information. The output of a data should be accurate and on time. An input, process and output shown as follow(Gupta &Tripathi, 2010)





**Figure: 3 (Input, process and output system)**

**Figure 2.1 (input, process and output system)**

**2.1.5 impact of the use of MIS** is The impact of MIS on the functions is in its management. With a good MIS support, the management of marketing, finance, production and personnel becomes more efficient, the tracking and monitoring the functional targets becomes easy. The functional managers are informed about the progress, achievements and shortfalls in the activity and the targets. The manager is kept alert by providing certain information indicating the probable trends in the various aspects of business. This helps in forecasting and long-term perspective planning. The manager's attention is brought to a situation which is exceptional in nature, inducing him to take an action or a decision in the matter. A disciplined information reporting system creates a structured database and a knowledge base for all the people in the organization. The information is available in such a form that it can be used straight away or by blending and analysis, saving the manager's valuable time (2011 Openlearningworld)

### **2.1.6 Role of management information systems**

Can be compared to the role of MIS in the organization of the role of the heart in the body. Information is the blood and MIS is the heart. The heart of the body plays the role of supplying pure blood to all the elements of the body including the brain.

MIS plays exactly the same role in the organization. System ensures that appropriate data is collected for those different sources, processed, and sent to other destinations to all those in need. It is expected the system to meet the information needs of the individual, group of individuals, and the management functionaries, managers and senior management.





It helps **MIS** functionaries in the transaction processing and answers queries on data pertaining to the transaction, and the status of a special record and references to a variety of documents. **MIS** helps middle management in the short planning, setting goals and control of business functions. It is supported by the use of management tools planning and control. **MIS** plays the role of generating information and communications to define the problem, and help in the decision-making process also solving the Problem. **MIS**, therefore, play a role in the administration, management and operations of the Organization (*Atman & Mokhtar*1991)

## 2.2 Problems of MIS on organization

### 2.2.1 Problems relating to the office work.

Lots of papers, forms, records, and the multiplicity of stages needed to complete transactions and provide services to citizens and the resulting slowdown in the course of transactions between offices because of the time it takes to auditors for the transfer of treatment by themselves between the offices of engaged personnel in the same transaction. The need assembled before being transported from one stage to another (*Fattah&Suhen*1991)Also errors in the data storage as a result of the adoption of the manual method and resulting in repeat treatment or error of recording the date and must be noted that the information systems contribute to reducing errors through the presence of certain fields does not allow the introduction of erroneous data. The vast amount of records and papers those are prone to the risk of damage and loss.

**1. Hardware:** The most easily visible component of an information system is the hardware. One can typically distinguish between the media used to store the information and the capital

Equipment used to read, write and store the media. In manual information systems, paper isPerhaps the major information medium, although microfilm, microfiche and audio/video tape are also still popular. Some of





the capital equipment associated with manual systems are pens, Typewriters, photocopiers, filing cabinets and shelves, binders, staplers, shredders, microfilm readers, recorders. Many of these manual technologies are still a significant component of computerized information systems but the latter also use various optical and magnetic disc Media which can be read using only sophisticated computer input and output devices such as scanners, printers, monitors and projectors. Other hardware includes the computer itself, storage devices such as hard drives and a whole “alphabet zoo” of network or communication Devices and cabling.

2. **Software** consists of the methods used to record, transform and extract information. The term is used mainly in the context of computer-based systems where it refers to the computer programs containing detailed instructions that govern their data processing. Although computer hardware used to receive most attention in the past, software has since become far More important than hardware, both in terms of monetary investment and management attention.

Generally considered part of the information systems software are the documentation,

Instructions and training that are needed to use the software. The various *organizational procedures* for humans also form part of an information system's software, though this is extending the concept of software to the realm of people, not just computers. This would include the paper forms, procedures and guidelines for handling in coming telephone calls, dealing with mail, processing orders and purchases, internal communication, meetings, decision criteria etc. For conceptual purposes, it should make no difference whether a certain procedure is executed by people or by computers. .(Nash & belle 2001)





### 2.2.2 Problems related to routine.

Routine is the path that the official documents take in the organization and corridors that must be going through before they reach the end of it.

routine is not a disease in itself, it is a way to organize the steps to work on them to follow to complete the transaction (Hamzathei 2010)but if strict compliance with laws, and census procedures, the routine becomes a disease of management's diseases, it could be that the employee stuck with a literal application of legal rules to the fullest extent was due to one of two reasons either, to be exactly away because of fear of punishment and to obtain some personal gain from reviewers. This takes us to the emergence of various forms of administrative corruption. Nepotism which helps to overcome the incentives and abbreviation efforts.Bribery, embezzlement and assistance on tax evasion. Management information systems help over short networks complexity of routine procedures and this, which can get rid of the various manifestations of administrative corruption.(Aloila 2006 )

### 2.2.3 Problems related to using a computer.

Our organization during the past few years Has to spend large sums of money to get on computers and sophisticated software, which is now available in a large number of employees offices (Aarev 2008) with the number of computers can not constitute itself an indication of the effectiveness of their use. As the use of these computers has remained confined to word processing and secretarial, statistics, accounting, payroll and stayed most of the blogging and relay information between employers are in paper (Zarrouk&sabuni 2003)Strange that shortcoming through the use of computers is not caused by a lack of funds and material resources as it is lack of planning and follows scientific methods to identify needs through a study of the technical and economic feasibility.

**2.2.4 Problems related to the organizational structure** are a system used to define a hierarchy within an organization. It identifies each job, its function and where it reports to within the organization. This structure is developed





to establish how an organization operates and assists an organization in obtaining its goals to allow for future growth (. Lucy 2012 )

In fact a hierarchical organization constitutes organizational means of checking the interrelationship between President and subordinate. It is usually based on the principles of the most important administrative:

1. **Principle of scope of supervision** any guidance and leadership of a specific number of subordinates
2. **The principle of the unity of the matter** subordinate only to be follower one head
3. **Principle of determine the powers and duties.** That prevents overlapping powers and duties between individuals. Accordingly, barking orders from the highest administrative levels to the lowest. In exchange for transfer reactions, tips and information from the lower to the higher

Absolute dependence on the papers and written reports, it requires a long time to transfer orders and instructions.(Aqhili 2001)When hierarchical organization becomes one of problems that hinder the work of the administration, which calls for radical changes are a necessity for the introduction of management information systems.

### 2.2.5 Success factors of management information systems

1. **System development** Systems development is the process of defining, designing, testing, and implementing a new software application or program. It could include the internal development of customized systems, the creation of database systems, or the acquisition of third party developed software. Written standards and procedures must guide all information systems processing functions. The organization's management must define and implement standards and adopt an appropriate system development life cycle methodology governing the process of developing, acquiring, implementing, and maintaining computerized information systems and related technology (Rpmboston 2007)
2. **Processing operations** The process of management requires a lot of data and information for execution of the plan. This requirement arises on account of





that in each step of management, a variety of decisions are taken to correct the course of development. The decisions or actions are prompted due to the feedback given by the control system incorporated in the management system. The control of overall performance is made possible by way of budget summaries and reports. The exception reports identify the weaknesses in the system of management. If effective management system is to be assured, it has to rest on business information. The management performance improves if the business risk and uncertainties are handled effectively. If the information provided is adequate, one can deal with these factors squarely. The information support improves the lack of knowledge, enriches experience and improves analytical abilities leading to better business judgment. (Sekhar, 2007)

### 3. Management Control

The control along with other functions of the organization, planning and coordinating one of the elements of the administrative process. It also seeks to detect deviations and errors committed by personnel or ascertain (Atman & Mokhtar 1991) of the extent of their commitment to integrity and honesty. One of the most important ways:

- ❖ **Direct observation.** Through field tours of managers for over a commitment to work. But these tours are few and non-periodical due to being time-consuming at the expense of making and other important topics.
- ❖ **Reports.** Either is oral characterized of speed and comprehensiveness. Either be written easily of paper, can falsified it may take with multiple hierarchical levels of management and time-consuming to access to senior management. One of the most important aspects of lack of control is to rely on paper records always that do not constitute an effective way to adjust the timeliness of work. In the era of information technology, management information systems can help to facilitate the process of supervision and follow-up of administrative activities through the presence of specific devices based on personal fingerprint time. Attendance, in addition to online networks that can be controlled directly on the work of the staff. (Abdolreza & Zalzal 2000)





**4. Management Communication:** Communication function involve on the flow of information to decision-making centres from inside or outside the organization which is the principal means for connecting components and parts of the organization. But the means of communication for our public organizations remained dependent on the transfer and exchange of securities by regular mail, which needs a large number of correspondents. It takes a long time lead to a delay in solving problems and making decisions. In a world of change and speed. This costs the organization huge amounts (Rakan & sopny 2003 )

Above can be reviewed to summarize the impact of the information management system in the function of the organization, and performance, but also on productivity. It supports both the administration section, which performs the functions more effectively and also linked to all departments under one roof and enable staff to work. Also increased the border, and help predict long-term planning, and the ability to store and retrieve information.

### **2.3. The role of information in management problem solving**

It would be an oversimplification to say that problem solving is the most important activity that a manager performs. The job is more complex then that Other activities, such as communications, are also important. However, it is safe to say that problem solving is a key activity – often spelling the difference between a successful and unsuccessful management career.

#### **❖ Problem solving and decision making.**

It is easy to get the idea that a problem is always something bad because the subject of opportunity seizing receives relatively little attention. We incorporate opportunity seizing into problem solving by defining a problem as a condition or event that is harmful or potentially harmful to a firm in a negative way, or is beneficial or potentially beneficial in a positive way. The outcome of the problem solving activity is a solution.

During the process of solving problems, mangers engage in decision making, which is the act of selecting from alternative courses of action. A decision is a





particular selected course of action. Usually, it is necessary to make multiple decisions in the process of solving a single problem.

❖ **Problem-solving phases and support of information.**

Herbert A. Simon, a Nobel Prize – winning management scientist, is credited with defining four basic phases of problem solving that are universally recognized. According to Simon, problem solvers engage in :

- **Intelligence activity.** Searching the environment for conditions calling for a **solution**.
- **Design a activity.** Inventing, developing, and analyzing possible courses of action.
- **Choice activity.** Selecting a particular course of action from those available.
- **Review activity.** Assessing past choices. In performing these activities, the problem solver must have information. (Figure 2. 2)14illustrates this support. Information system developed either by users or information specialists must provide this information. (McLeod2004)

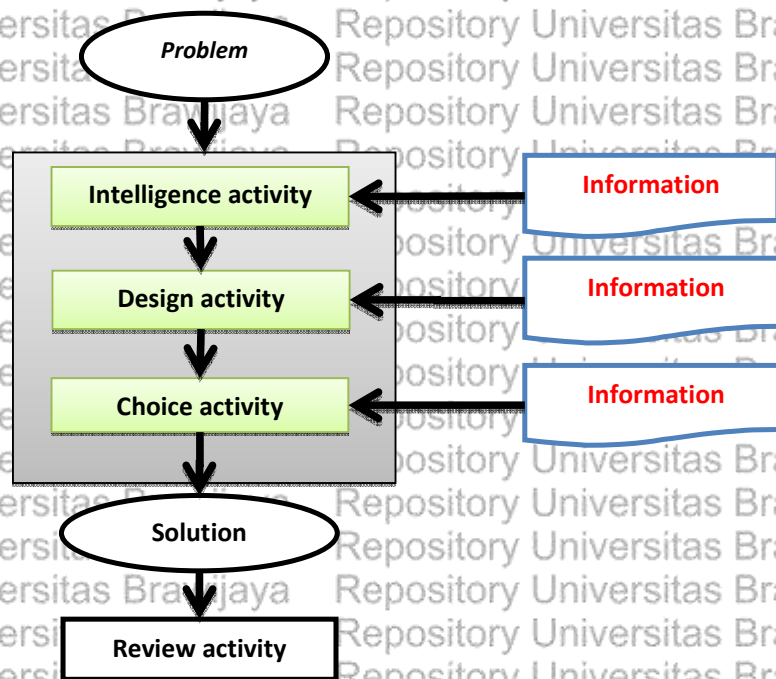


Figure 2.2 Information supports each problem –solving phase



### 2.3.1 Economic efficiency of building management information systems:

There are two sides for information equation, first: is the cost of obtaining the information, second: are intended benefits. If organization was paid for the information more than benefit from them then the information system do not have insufficient economic.(Aarev2008)





## CHAPTER 3

### METHOD

#### 3.1 Data Collection

Data Collection Methods In the report two basics methods are used to collect data, in this report both primary and secondary data sources have used to collect the required information for data analysis and interpretation.

**3.1.1 Secondary Data Collection** The secondary data sources are the books, employees of the institution and previous reports any source through various units of the institution, local reports, data can be access online through net, But there are problems is not available resources help in great extent such as published papers and reports, online data, and websites.

**3.1.2 Primary data collection** Majority employees of Ministry of finance Benghazi Branch (The Monitoring of financial services, Primary data has collected through questionnaire from some employees in each department of the institution.

**3.1.3 Questionnaire** The main instrument to collect the primary data in this report is questionnaire. This Questionnaire consist the following question.

- The first question: What are the administrative problems within the Ministry of finance Benghazi Branch (The Monitoring of financial services) depending on point of view of staff?
- Is there a statistically significant relationship between the use of information systems and solving administrative problems within the financial services monitoring of Benghazi?

#### 3.2 The study population

The study population consists of staff in the Ministry of Finance Branch Benghazi's 150 employees in administrative departments.

##### 3.2.1 The study sample (Employees and sampling)

The study sample included of 50 employees of the staff within the Ministry of Finance Branch Benghazi, Were selected by Simple random manner, then





distributed 150 to administrative sections, and compiled after a week of distribution. The number of Questionnaires which collected 70. Was adopted on Questionnaires 50 which accounted for the study sample. And Ruled out Questionnaires incomplete 20, Because of some of them declined to answer.

### 3.2.2 Statistical analysis.

the researcher used the program SPSS It was on as. In order to determine the reality of administrative problems in the Ministry of Finance Benghazi, in order to determine the degree of consent degree was converted respondents answer on the Likert scale quintet. From one to five and categorized Three levels high, medium and low, On the grounds that the degree a neutral is medium and offset 3 from 1 to 2.5 Low And from 2.5 to 3.5 average level is 3.5 to 5 is a high level. In order to know the relationship between the use of management information systems and administrative problems, within the ministry. i used spearman coefficient for the link.

### 3.2.3 Study Tools

Questionnaire was prepared, for know management problems, within the ministry, he was distributed a open questionnaire and a questioned to the staff about the problems that they face during their work. The questionnaire was distributed to 40 employees within the ministry, In addition the researcher read a number of studies related to. After organizing the questionnaire, the researcher submitting it to the number 2 of arbitrators, after the arbitrators agreed for it. And their agreement on the questionnaire is True, the researcher applied to the study sample.





## CHAPTER4

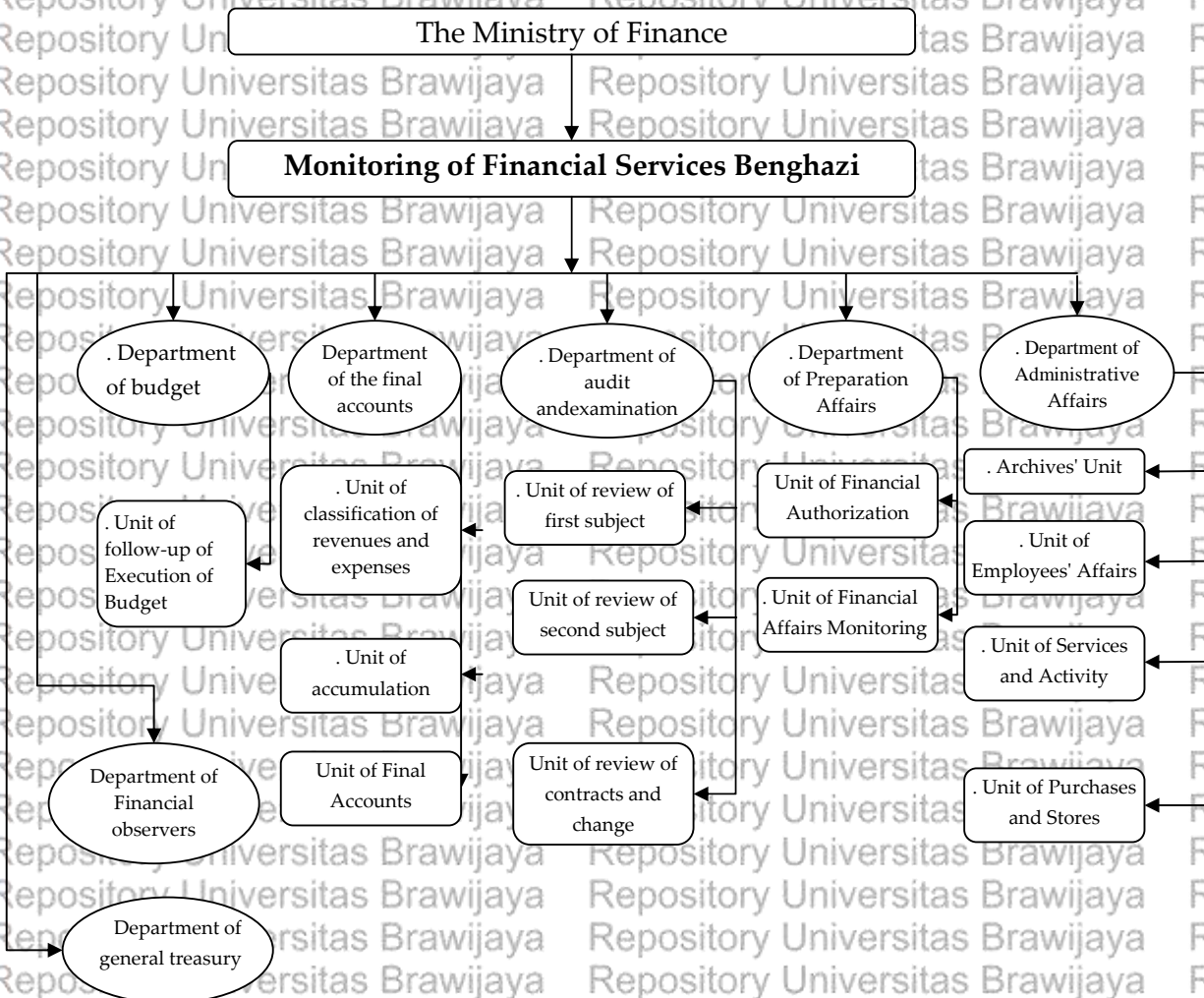
### RESULT AND DISCUSSION

#### 4.1 The Description of the Ministry of finance Benghazi Branch.

Ministry of finance Benghazi Branch(The Monitoring of financial services ) considers one of the most important management organizations in Libya, its Foundation service under the Ministry of Finance to oversee the implementation of the general budget, supervising the affairs of public treasury, supervising of trading public funds and conservation, supervising of save and organize enrollment in public records, provided legally closed on the dates specified for that, supervising save, control and use documents of value and sent first hand to the competent authority, supervision and control over departments by monitoring and ensure proper work, overseeing the financial controllers, save reports and documents related to surveillance, do the other powers assigned to him by the Ministry of Finance. And have a vital role effectively in the Implementation of the general policy of the state.



**Figure (4 .1) illustrates the organizational structure to monitor the financial services of Benghazi**



Source: The Ministry of Finance Branch Benghazi 16 of February 2013

Each department of these departments ramifies for several units, number differs depending on the area of work of the department, as shown in the figure above





Table (4. 1) the number of departments and units

Department	Number of Units
Department of Administrative Affairs	4
department of Preparation Affairs	2
Department of Audit and examination	3
department the final accounts	3
Department of budget	1
department of Financial observers	-
Department of general Treasury	-

Source: **Internal organizing of Ministry of finance Benghazi Branch**on 6 of February 2013

#### 4.1.1 The organizational structure to Ministry of finance Benghazi Branch

(monitor the financial services). Is a hierarchical organization includes three vertical administrative levels:

- 1.Top management; represented in branch manager of Benghazi, followed to him the seventh Heads of Departments
2. Middle management: composed of heads of Departments, units
3. Operational levels: consists of the rest of employees

The multiple levels of management requires a clear definition of the powers and duties in addition to identifying lines of authority and communication between the different levels, in order to prevent conflicts of Business.

As lead multiple levels of management to implement the scope of supervision on the one hand. On my opinion This Leads to authorize a large part of the responsibilities for the lower level, in condition of staying authorities with senior administration, and the resulting is the central of decision-making

Which would lead to multiple stages of completion of transactions, which constitutes the emergence of routine (red tape), especially in light of





the severe restriction laws, procedures and absolute dependence on paper-based offices.

#### **4.2 Services carried out by Ministry of finance Benghazi Branch (monitor the financial services) in several of its divisions:**

##### **4.2.1 Department of Administrative Affairs and Services, respect to:**

- Receipt of all incoming correspondence, and presented to the Superintendent of Financial Services after completing recorded in the inbox.
- Receive notifications, and set up appointments for contributing commissions of monitor financial services.
- Organizing the interviews of reviewers and take them
- Do all the concerns matters of personnel, and save personal files for all employees by control of the Department of Management and Finance of Ministry.
- Contact with individuals and institutions that have to do monitoring work.
- Save reports and documents related to the department.

##### **4.2.2 Department of financial observers**

monitor the financial services respect, to

- Supervising the financial affairs observers and their assistants to monitor the financial services and follow-up them.
- Study data for staff who proposed of assignment and provide appropriate alternatives among holders observers financial and follow the terms of reference for selecting the most suitable to fill the duties of the post of Financial Controller approaching within the scope of the work of monitoring and updating procedures of their holding positions according to the rules adopted in this regard and supply on the management of financial monitors of ministry to ensure the selection of best alternatives suited for the job.
- Keeping records and files of the financial observers and their assistants include personal and occupational data with follow-up and make any





adjustments that may arise and provide management of financial observers with monthly reports on the financial observers.

- Examine the reports received from the financial observers and their assistants who are in the scope of work of monitoring, evaluation and presentation of the ministry's management of financial observers.
- Save reports and documents related to the department.
- Carrying out any other assigned work.

#### 4.2.3 Department of preparation Affairs. Respect, to

- Receive interests on authorization, and certifications from the concerned authorities and recorded in the records of their own and follow-up according to the rules adopted in the public accounts and within the terms of reference prescribed in this regard.
- Open the records of payments from the authorizations referred to in the preceding paragraph and recorded directly and verify the registrations and compliance with the terms of the budget.
- Prepare the forms for payroll and cash equivalents for staff control workers. Payroll modifications on salaries and bonuses in cooperation with the competent authorities and the legal payroll deductions and the amounts to be deducted from the salary of the employees and make notes of financial settlement and related calculations and for the control of financial services.
- Prepare monthly portfolios Forms and documents and numbered each portfolio.
- Registry daily and monthly accounts financial books.
- Receive lists of accounts and contracts and preparing vouchers forms for financial services supervision and review the attached documents and take notes for and validity in accordance with the legislation and regulations and financial publications.
- Prepare the necessary data for accounts weekly, monthly and yearly.





- The implementation of laws and documents related to the department.
- Carrying out any other work assigned

#### 4.2.4 Department of audit and examination by the Payment respect, to

- Received salary forms referred to it and checked to verify compliance with the laws, regulations and review recorded payroll cards.
- Examine inter statements of other expenses related to expenses.
- Study of contracts between public bodies and suppliers and examine the financial conditions to ensure compliance with the laws and financial rules and regulations in force.
- Completing and reviewing access to letters of guarantee from contractors with various public authorities and within presented to it.
- Open a special file for each contract and a summary of the most important financial terms contained with the conservation of private contracts in the coffers to do so.
- Examination of payments scheduled disbursement of each contract and approve the expenses and deducting the amounts of each contract.
- Save letters of guarantee and up for renewal in a timely manner and to work on the implementation of the terms in a manner that preserves the public treasury rights.
- Supervising the maintenance of detailed records allocations conversion projects in the scope of control.
- Make sure of registration of all expenses allocations conversion projects firsthand of the reality of accounts data and changes which may happen to that occur on such provisions.
- Save reports and documents related to the department.





#### 4.2.5 Department of general treasury .respect, to:

- Follow depositing of money to control account banks and public treasury.
- Audit the amount of money collected data daily on documents and documentation.
- Participating in the settlement audit calculations and supply portfolios for banks and supply collections notices.
- Ensure completion of the procedures of registrations the amounts received thereon discount notices and add from the bank and issue the necessary documents to prove exchange operations and depositing.
- Receipt of cash receipts for receipts and record book of the Fund in accordance with the legislation and regulations applicable, and deposit revenue in the bank.
- Classification revenues and expenses in accordance with the terms of the budget
- Ensure that all instruments had spent punctually and prepare a list of what did not distract them in preparation for the cancellation and re-issuance of new recipients upon request.
- Follow-up data fixed in the account statements received from banks and match them with Treasury and review records reveal bank account on the books of cheques
- A monthly reconciliation between the bank account statements and records and determine the reasons for the differences, if any, work on the convergence occurs with an all bank reconciliations arising from any differences appear with bank statements and book accounting.
- Data record-keeping for drawn cheques on public accounts to monitor banks with numbered sequentially and recording data exchange authorization directly.
- Convert the salaries to banks after completing the review





- It save vouchers and receiving in the private files and arrange Numbers in preparation for delivery to other relevant bodies. Meet the conduct exchange payments referred to it from the Department of Inspection and editing the beneficiaries' cheques with worth of payments or expenses of cash to the financial instructions applicable in this regard.
- Ensure data detailed under nominal amounts for accounts, as advance and others in their respective accounts.
- Save the reports and documents related to the department save.

**4.2.6 Department of Budget respect,** to this department is concerned in budget monitoring receipt of communications from the sectors and responding to inquiries made of them, also maintains records necessary to follow the stages of implementation of the budget income and expense on the level of control in accordance with the legislation in force and controls objectivity by the Ministry of Finance in this regard, and to prepare a detailed statement of income and monthly expenses and to allocate to the competent department of the Ministry of Finance for consideration in accordance with the financial systems used.

**4.2.7 Department of the final accounts.**

- Supervising the registrations settlement that takes place in the accounting records, review and inspection.
- Supervising the classification of income and expenses of its accounts in accordance with the terms of the general budget and the statement of income and expenses located in the jurisdiction of the Financial Services Supervision.
- Supervision of advances and the Covenant in the records of payments outside the budget, both personal and related to official duties and continue to be sorted out.
- The preparation and compilation of monthly accounts that require regulations and instructions prepared and assembled.
- Supervision the daily registrations after examination preparation and completion of all data and related disclosures.





- Supervision the daily registrations after examination preparation and completion of all data and related disclosures. The preparation and review of monthly reports on the acts referred to in advance
  - Supervision of the follow-up of creditor and debtor registrations, and prepare monthly trial balance and in conformity with the balance of deposit accounts in general book.
  - Prepare a detailed statement at the end of the financial year in the names of the debtors and the amounts charged on all of them to be sent to the Department of the final accounts of management of accounts of the ministry.
  - Contact with individuals and interests to meet the required advances through discount from dues and through their employers.
  - Make to sure tax owed to the beneficiaries and to prepare detailed statements about them and supplied firsthand.
  - Prepare a detailed statement on the monthly income and expenses and send it to the competent department of the ministry for consideration in accordance with the financial systems used.
  - Save reports and documents related to the department.
- Through a referendum of some of staff within control of financial services in the functioning of labor where and how his performance noted it depends on the manual method in completing transactions, it's lead to frequent documents and records in addition to the length of time of the achievement transactions of reviewers result of multiple administrative levels. this is confirmed by wallboard which illustrate the documents, procedures, the time required for achievement transactions, and the interview with some reviewers about the quality of transactions that wish to completed and duration of the completion, with reference to the completion of this topic transaction requires virtually time and procedures much longer than is advertised, because of movement of the reviewers themselves between offices and Departments.





Some transactions have been limited to certain and put it on the agenda:

Table (4.2) the transactions carried out by the institution

Transaction	Stages	Documents	Achievement duration	Achievement actual duration
Libyan clearance or waiver of property	6	5	3 to 5 days	5 to 16 days
Approval and descriptions	6	7	2 to 5 days	5 to 10 days
Clearance of sales	6	9	1 to 2 days	3 to 7 days
Clearance and approve transactions and jurisdiction between the partners	8	12	3 days	30 days
license Application	4	6	4 to 7 days	7 to 30 days

Source: Internal organizing of Ministry of finance Benghazi Branch on 6 of February 2013

Depend on the manual method leads to lots of errors in recording transactions and data, the Ministry of finance Benghazi Branch (monitor financial services ) has resorted to creation many offices for the purpose of auditing within its organizational structure in order to reduce of this topic mistakes.

As transactions are saved in the archive section which involves large areas necessary for the conservation and classification of records, including that the law provides for the transaction must retain for at least twenty years they would be at risk of damage and loss.

#### 4.3 Study and analysis of the reality of the problems of the Ministry of finance Benghazi Branch (The Monitoring of financial services)

The first question: What are the administrative problems within the Ministry of finance Benghazi Branch (The Monitoring of financial services) depending on point of view of staff?

To answer the questionnaire, the researcher used the arithmetic mean and standard deviations in order to study the reality of problems of monitoring financial services of Benghazi. In order to determine the degree of approval has been converted degree answer respondents on Likert scale quintet of one to five





and classified For levels ,strongly agree, agree, not sure disagree and strongly disagree.

#### 4.3.1 Organizational structure problems

Table (4.3) the problems of the organizational structure

Paragraph	Mode	interpreted
network system is limited to the lower administrative levels better than hierarchical organization, which is based on multiple levels of management	5	Strongly Agree
organizational structure is unclear led to the lack of scrutiny of duties and levels make	5	Strongly Agree
all laws within the ministry to help in central to take decision without reference to the higher administrative levels	5	Strongly Agree
organizational structure is unclear led to overlapping functions I have	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study 4 of march 2013

The table (3.4) shows that first arrangement came to paragraph function that regulation networking better than regulation hierarchy and that mode (5) and general approval, and this means that the staff trends indicate to a high degree of necessity of change of organizations of public administration, including monitoring of Ministry of finance Benghazi Branch(The Monitoring of financial services) to organize networking instead of organization hierarchy and can be due to several reasons, including neglect the principle of specialization, and grants full powers to the heads of terms where it is difficult to achieve cooperation and coordination between the various departments, which has been due to the increased administrative burden on administrators because they oversee both large and small, as well as a result the lack of division of labor on both units in accordance with their competence and can also be the rigidity of organizational structures and lack of relevance of the changes and the



progress in the field of information, communication systems and hightechnology.

In order deliberation paragraph function that unclear organizational structure led to the lack of duties and audit levels by the staff and mode were (5) and a high degree of approval. This illustrates the staff trends need to find a regulatory regime clearly defined tasks for the conduct of administrative work and the need for precision in determining administrative tasks, not deviate powers and responsibilities of each function claim to enter jobs which will reflect negatively on the auditors and delay in the completion transactions in search of the official concerned to accomplish the important transactions.

**In third** order, paragraph of function that all laws within the monitoring of financial services to help Central to take decisions prevents to take any decision without reference to the levels of the higher administrative and so mode (5) and high degree approval and tendencies came indicate a high degree of the need to eliminate the central obstruction the functioning of the administrative process.

**In fourth** order came the paragraph of function that organizational structure is unclear led to overlapping of functions among the staff and mode (4.3) and a high degree of approval by the respondents

Table (4.4) the role of in the reduction of MIS the problems of the organizational structure

Paragraph	Mode	interpreted
promote decentralization in decision-making	5	Strongly Agree
redesign and analysis functions and put a new format	5	Strongly Agree
cancel organizational units which computer does their function	5	Strongly Agree
reducing the size and role of middle management	5	Strongly Agree





to change the organizational structure from vertical to horizontal	5	Strongly Agree
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Source: Preparation by researcher Adoption on the results of the field study on march 2013

Table (4.4) illustrates that came in first order, the role of information systems in solving the problems of the organizational structure of Ministry of finance Benghazi Branch(The Monitoring of financial services) paragraph (promoting decentralization in decision-making) came in the first place with mode (5) high degree approval and paragraph (redesign functions and analyze and put a new format) came in second classification with an mode(5) and paragraph (canceled organizational units, which PC does their function.) came in third classification with mode (5) and paragraph (reducing the size and role of middle management) came in fourth classification with mode (5) and paragraph (change structure organizational from vertical to horizontal) came in fifth classification with amode (5) and answers respondents unanimous if an **MIS** effective way to make radical changes in the organizational structure, which helps to get rid of the problems associated with. Explains that in light of the answers of respondents they want to develop the organizational structure of management and rely on advanced software in its design instead of relying on the traditional administration in the management of the institution which makes them feel resentful of evaluation of services they provide under the current organizational structure.





#### 4.3.2 Monitoring problems and administrative corruption

Table (4.5) the problems of monitoring and administrative corruption.

Paragraph	Mode	Interprete d
daily attendance records assists to adjust the timeliness of work	2	disagree
I feel that the regulatory regime within the organization serves the purpose of monitoring on the commitment and workflow	2	disagree
In descending order of the most important sources of the regulatory system within the organization are:		
complaints of reviewers	4	Agree
field mobile	4	Agree
oral reports	2	disagree
written reports	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

Through Table (4.5) in the first order came the paragraph of function that daily attendance records to help disciple came low with mode (2) and low degree approval, they consider that records performed by manipulation they do not give a true indicator to adjust the work due to ease of forgery, as well not to be subject to follow-up by the officials, the second paragraph came into function that the regulatory system inside the institution serves the purpose of monitoring on the commitment and workflow came low and with mode (2) the members of the research consider the regulatory regime they have is not ineffective. We note from the same table that the consent of respondents considering complaints of reviewers of the most important sources of the regulatory regime came high average (4) and this is a good sign to be taken complaints of reviewers into account instead of neglecting also note that there was a high degree of approval by respondents on the grounds that the mobile field as Sources regulatory regime of institution





came with average (4) in order to speed to do and easy transfer of news between officials and observers while oral reports came in low degree approval and mode (2) as it is characterized by fast delivery at any time and more easily with their emphasis it does not constitute proof of a real and Written reports came in high approval and average (5) due to the possibility of forgery and it takes a long time to get to the competent authorities, and can be explained in that the non-caring of administration of monitoring system and its reliance on traditional methods, as well as moral corruption among some staff, reviewers and spread corruption as previously mentioned In the questionnaire due to the lack of effective monitoring over the workflow.

Table (4.6) Manifestations of corruption within the institution

Paragraph	Mode	interpreted
Mediation within the institution	5	Strongly Agree
Favoritism among the manifestations of corruption	2	disagree
Bribery of more manifestations of administrative corruption	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

According to the table (4.6) we find that mediation came at first with amode (5) as a manifestation of administrative corruption deployed within the organization, in the second order favoritism and nepotism has come with mode (2) and low degree approval and finally came bribery with high rate approval and mode (5). researcher Explains spread of these manifestations in several points, including the lack of administrative supervision, which led to the emergence of such appearances, also Libya as one of the developing countries that where tribal and social relations play a major role in the completion of the business, which led to the spread of mediation and nepotism while bribery has been less between citizens for fear of betrayal one staff of them and the presence of legal sanctions for bribe, while





Libyan law not quote any sanctions for those who deal with mediation and nepotism and finally we can say that the absence of a political system that effectively based on the principle of separation of powers and distribution of the most appropriate is one of the main reasons for the causes of corruption.

Table (4.7) the role of MIS in the reduction of the monitoring problems and administrative corruption .

Paragraph	mode	interpreted
simplification of procedures	4	Agree
strengthen control over workflow and regulatory compliance	3	Not sure
reduction aspects of the routine	5	Strongly Agree

Source: Preparation by researcher. Adoption on the results of the field study on march 2013

Based on the table above, we find that the answers of respondents came in favor of the importance of information systems to eliminate problems of monitoring and administrative corruption where the clause concerned of information systems helps to simplify the procedures came in the High place with mode(4) the clause helps to strengthen control over workflow and regulatory compliance in second order with mode of (3) and it helps in reducing the manifestations routine came in first place with mode (5) and all came in high degree approval, it explains the resentment of respondents and their desire to get rid of the manifestations and problems of control and administrative corruption and the adoption of a system more credit which information systems where that management information systems and information technology increase the effectiveness of the organization and their efficiency and improve their work.





#### 4.4 Relationship Between the Application of Information Management and Disposal of Problems

##### 4.4.1 Problems with the manual method in the completion of transactions:

Table (8-4) the problems of the manual method to complete transactions

Paragraph	mode	interpreted
difficult when you search for any transaction in the archives or when it needs the classification	4	Agree
suffer from damage to some reviewers transactions as a result of storage	4	Agree
manual method for recording transactions are the cause of the slow delivery	4	Agree
large number of papers and records make me exhausted when completing transactions within the institution	4	Agree
The classifications of Archive department in the organization is not comfortable and is spread over a large number of shelves	4	Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

Table (8.4) included the answers of respondents for paragraphs on using the manual method where the paragraph obtained "I have difficulty when searching for any transaction in the archive or when classified" take High degree and high approval with mode (4) which confirms the misclassification and arrange Archive which leads to slow in completing tasks, and paragraph "suffer from damage to some reviewers transactions as a result of storage" in the second order with medium degree approval and mode (4), while paragraph "manual method for recording transactions are the cause of the slow completion" obtained third order with respectively

The high degree of approval and an mode (4) indicating a resentment of staff using the manual method for recording transactions" many papers and records when completing transactions make me exhausted" came in fourth order with high degree of approval and mode (4) indicating dissatisfaction





staff from using the manual method and credited it as a way to conduct transactions within the institution, as well as paragraph function that "section Archive within the institution work manner not conducive to the conduct of business" came in mode of (4)

Table (4.9) the role of information system in getting rid of the problems of the manual method

Paragraph	mode	interpreted
facilitate classification and save data	5	Strongly Agree
replace the manual method in a manner most credit and faster	4	Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

Based on data of table (4.9), we find that paragraph "facilitate classification and save data" came in first order with mode (4) and the paragraph "replace the manual method manner most credit and faster" came in the second order with mode (4), which underlines the role of information systems in the completion of transactions time-less and The speed in the classification and conservation.

#### 4.4.2 Problems with the use of computers

Table (4.10) the problems of the use of computers within the organization

Paragraph	mode	interpreted
that the employees within the organization impaired experience in the use of computers	5	Strongly Agree
prevent the use of computers in certain transactions information on grounds of confidentiality	5	Strongly Agree
there are more software development and especially the administrative work in the form of management information systems and treatment systems are not known and applied to our type of old computers	4	Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013



Based on answers of respondents as described above, they agree that they need to training courses in the use of computers within the organization and that their experience is weak and came in high degree approval with mode (5) and came in first place to share with paragraph function "that sometimes they can not use computers within the organization pretext confidential information" came in high degree approval and mode (5) as the respondents agreed that existing programs within the institution is sophisticated and type of computers are old and came in high degree approval and mode (4)

came in third place, and can be interpreted so that the administration fears that solve computer store some jobs, especially regulatory and statutory them and may dispense with some of the staff and multiple administrative centers within the organization, as well as can be traced problems of computers that employees themselves do not wish to develop their abilities because they fear of elimination of red tape, which are used by the chaos administrative resulting from it.

Table (4.11) the role of information systems in getting rid of the problem of the use of computers:

Paragraph	mode	interpreted
replacement of manual method with electronic one which is more safe manner	3	Not sure
Facilitate, classification and archiving of information and speed of recall	5	Strongly Agree

Source: Preparation by researcher. Adoption on the results of the field study on march 2013

Based on answers of respondents described in Table (4.11) respondents agreed on "that information systems help to get rid of the manual method and replace it with a more safe" came in medium degree approval and mode (3) and came in first order and also the whole respondents agreed on "that information systems help to classification rapidly and more safely and easily in the search", and came in high approval degree and an mode (5). And came in second order. This confirmed on the role of information systems in



eliminating problems of using computers, if we look at the answers of respondents on the role of information systems in solving problems of computers and their answers in paragraphs concerned to own problems of computers, believes that employees themselves are well aware the importance of information systems in the development side and administrative organization but with targeting this application by the departments may be the reason, or it may be for reasons related to policy management in place within the organization, and because of what information systems of opposition by administrative leaders with previous experience not to accept these radical changes due to the lack of a culture of information to have.

#### 4.4.3 Communication problems and telematics :

Table (4.12) the problems of communication and transmission of information:

Paragraph	mode	interpreted
I notice that there is no exchange of information with the departments that overlap with some of our transactions	5	Strongly Agree
No network connecting to the transfer and exchange of information and all our information transferred through correspondents or regular mail	5	Strongly Agree
Not caring of configure network link between departments and branches to exchange information and facilitate their access	4	Agree
there is an overlap between some of the transactions and Other organizations as real estate divisions and courts	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

The table shows that there is a high degree of approval among respondents to the absence of any exchange of information with the departments that





overlap with some transactions are completed by the institution that is, they operate in isolation from contact these institutions, whereas, The reviewers themselves transfer their transactions came in mode of (5), and the whole respondents agreed on the lack of organization to networking system to link sections and branches in the organization and all transactions transmitted by regular mail may cause delays in the completion of transactions came in mode (5), the whole respondents agreed on that the institution is interested in developing electronic network linking to facilitate workflow on employee references and came in mode (4). could is difficult to not identify the tasks between departments and units are easy to work on the employee as well as the reviewers for not exploiting techniques and equipment in Libyan government institutions optimal exploitation and limited to some simple actions, such as conservation and printing although prepared large and timeliness. All paragraphs came in the first place in equal averages While came in second order and medium degree approval by respondents that there is an overlap between some of the transactions and other organizations as real estate divisions and the courts. Came in mode (5), where shows of answers of respondents resent from this intervention.

Table (4.13) the role of information systems to get rid of the problems of communication and transmission of information:

Paragraph	mode	interpreted
activate communication between the departments and branches of the institution	5	Strongly Agree
connecting sections and departments with networked computer	5	Strongly Agree
achieve better interaction between institutions and reviewers	5	Strongly Agree

Source: Preparation by researcher. Adoption on the results of the field study on march 2013



Information systems Operate to increase the effectiveness of communications as set out where the whole respondents agreed on high degree approval on that information systems help to activate communication between the departments and branches of the institution. Came in mode (5) and came in first place, followed by "help connect sections and departments with networks connect computer. Came in second order with an mode (5) and finally "help to achieve better interaction between institutions and reviewers". Came in third order with mode of (5), which shows the role of information systems in solving the problem of communication and increase its effectiveness within the institution.

#### 4.4.4 Problems of wasting time

Table (4.14) the problems of wasting time

Paragraph	mode	interpret ed
emphasis on trivial chores	4	Agree
non-compliance deadlines prolongs the end of the tasks	5	Strongly Agree
handwork hinder workflow and needs a long time	4	Agree
duplication of functions, effort, multiple heads and supervisors	5	Strongly Agree
lack of prioritization in the organization makes any transaction takes a long time	4	Agree
sudden unplanned Travel of director, wasting our time at work	5	Strongly Agree
poor or lack of regulation of the personal decision-maker's	5	Strongly Agree
confused between authority and responsibility and lack of clarity in the terms of reference	4	Agree
having an ad hoc management help to wasting our time	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013





Table above shows that all paragraphs represented real problems within the institution helps to wasting time and all came in high degree approval, in the first order came paragraph function to confirm officials on chores which in turn wasted time both the employee and the reviewers came in mode (4), and in second place The lack of respect for appointments by the employees and reviewers to finish tasks came in (5), and in third place came paragraph "that rely on handwork for manual transfer of transactions between the units and branches came in mode (4), and in fourth order came paragraph Related to "multiplicity of heads, supervisors and duplication of tasks" with high level approval and mode (5), in fifth order came both from paragraph function of the lack of entrepreneurship within the institution which makes transactions take a long time to accomplish even minimal, paragraph function that sudden travel of managers which causes in block transactions that need to signatures, paragraph of lack Personal Organization of officials between business activity that affects negatively on the workflow and paragraph function that there is confusion between the authority and responsibility and a lack of clarity disciplinary of officials have which hinder the completion of the tasks and all came with an mode (4).

That factors help to wasting time due to lack of organization workflow and lack of monitoring on it, in sixth order came paragraph function on the existence of random and improvised departments came in high degree approval and mode (5) and all help on wasting time, in light of the applicable administrative situation within the institution can be refer to the poor personal organization for a time by the staff and administrators and weak administrative monitoring to do business and conduct Whenever there was a good management of time, the more attention responsibility towards reviewers and complete administrative transactions.





Table (4.15 ) the role of information systems to get rid of the problems of wasting time:

Paragraph	mode	interpreted
identify employees missions within the institution and their jurisdiction	4	Agree
identify and simplify followed work procedures	4	Agree
assists on the clarity of objectives to be reached and determine the schedule time	4	Agree
availability of the required economic and social, regulatory environment to carry out the tasks	4	Agree
division of work between the workers and in an objective and fair manner	4	Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

According to the table above shows the role of information systems in solving the problems of wasting time, whereas, clause "that information systems help to Identify tasks employees within the organization and functions" came in first order with mode (4) In second place came paragraph function "that helps determine the identification and simplifying followed work procedures" with mode (4) In third order paragraph "It helps clear goals to be accessible and determine the time schedule" in (4) In fourth order came paragraph function " availability of the required economic and social, regulatory environment to carry out the tasks" in mode (4)

Finally came paragraph function "division of work between the employees and in an objective and fair manner" in mode (4)

Which shows the role of information systems to get rid of the problems of wasting time making it clear that the need for attention to information systems through the adoption of a clear strategy in accordance with schedules specifying the detail and transparency and the involvement of individuals in the processes and steps to develop these systems and the preparation of training courses for personnel in these institutions on those





systems and the clarification of its role and its advantages and it is inevitable to catch up, the spectrum in order to control the centers of resistance to change within the organization.

#### 4.4.5 Waste of human energy problems

Table (4.16) the problems of waste of human energy:

Paragraph	mode	interpreted
developmental courses are monopolized on certain people and not to be selected according to the efficiency	4	Agree
the Foundation is keen to train staff on advanced management programs	5	Strongly Agree
administration do not care of training new staff or rehabilitation old staff	4	Agree
There are no training sessions outside or inside the country to develop the performance of the employee	4	Agree
No clear policy to give moral and material incentives within the organization	4	Agree

Source: Preparation by researcher. Adoption on the results of the field study on march 2013

Table (4.16) shows some of the problems that exist within the organization with regard to wasting human energy, whereas, clause "developmental courses are monopolized on certain people and not to be selected according to the efficiency" came with mode of (4) In first order, as paragraph "the Foundation is keen to train staff on advanced management programs" high degree approval and mode of (5), in second order and paragraphs function on the administration did not bother to train new staff and lack of rehabilitation of old staff, No training sessions outside or inside the country to develop the performance of the employee. in the third order and mode (4) and fourth order paragraph on there was no clear policy to give moral and material incentives within the organization. The mode (4) and can refer this to lack of interest by institutions When preparing organizational structure taking into account the disciplinary





process, and develop the performance of the officers and staff within the institution set up development sessions for practical performance and capabilities of staff.

Table (4.17) the role of information systems in the disposal of waste of human energy problems

Paragraph	mode	interpreted
work as efficient groups rather than of individual work done	4	Agree
Respect for the abilities of the employee and record what he did of the distinct business	5	Strongly Agree
preparing training sessions organized periodically target all staff in tracking	4	Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

The above table shows that information systems help to work as groups instead of getting it done individually and came in first place with mode (4), as that information systems help to respect the capabilities of the employee and record what its work distinct came in second order with arithmetic mean (5) In the third place The paragraph that information systems help to prepare training sessions organized periodically target all staff in tracking, indicating the role of information systems in overcoming the problems of wasting human energy and then invested.





#### 4.4.6 Wasting public money problems within the institution

Table (4.18) wasting public money problems

Paragraph	mode	interpret ed
Weakness of collect some general Treasury revenues and delivered in a timely manner so	5	Agree
delayed implementation of many vital projects and find some low-quality implementation, and as a result of the weakness of serious follow and lax application of the provisions of the contracts for these projects	4	Agree
evade some of government and private agencies from pay accumulated taxes	5	Agree
lack of cooperation of a number of actors with the institution and lack of responsiveness in addressing the repeated violations and abuses according to the regulations in force	5	Strongly Agree
a number of government agencies expense unlawfully amounts of cash or adhered to without support systems	4	Agree
weakness of preventive internal monitoring in many of the executive government bodies	4	Strongly Agree
poor performance of some companies in which the state and the continuing incurred significant losses	4	Agree
non-compliance with a number of government agencies and financial systems help the implementation of the general budget and preparation of final accounts and filed on a timely system	5	Strongly Agree

Source: Preparation by researcher. Adoption on the results of the field study on march 2013.

Through the Displayed in the table above shows some of the problems related of wasting public money within the institution as answers of respondents, including poor collection of some treasury revenues and supplied in a timely manner so that came in high degree approval and





amode (5) in first order, which means that revenue for Treasury is very weak due to the lack schedule of specified dates, in second order came both paragraph function on that and of the problems delayed the implementation of many vital projects and find some low-quality implementation, and as a result of poor follow-up of serious and lax application of the provisions of contracts of these projects as a result of negligence in workflow monitoring and failure to apply the provisions of contracts between contractors and paragraph function that getting away of some government and private entities from paying accumulated taxes them and that negatively affect the institution with respect to the budget allocated and came in mode (4) as well as the whole respondents agreed on that there is lack of cooperation of number of those with the SAI and the lack responsiveness in addressing irregularities and abuses repeated according to regulations came in high degree approval and mode (5) as the whole respondents that a number of government agencies acted amounts unlawfully or committed withoutsupport systems that negatively affect the general budget and hinders the completion of some projects came in mode (5) and came both in third place, and clause weak internal preventive monitoring in many governmental agencies executive high degree approval in mode (4) and came in fourth order as the whole respondents that among the problems that help to wasting public money poor performance of some companies in which the state and the continuing incurred significant losses, which came highly approval and mode (4) and came in fifth, also acknowledged the respondents that the problems wasting public money within the institution not to restrict the number of government agencies financial systems and instructions the implementation of the general budget and preparation of final accounts and filed on a timely system. Which was mode (4) sixth in the standings, all the problems need to be solved in order to invest public moneyand keep it. Can refer that to problems to poor monitoring of completed projects, under achievement, the process of organizing the inside





and outside, including treasury and inaccuracies in the records resulting from administrative corruption within the institution.

Table (4.19) the role of information systems in reducing the problems of wasting public money

Paragraph	Mode	interpreted
accuracy and objectivity in the operations carried out	5	Strongly Agree
organization inside and outside the treasury of the city of Benghazi	4	Agree
record-keeping, which fell on an annual basis for the settlement of expenses	5	Strongly Agree

Source: Preparation by researcher Adoption on the results of the field study on march 2013

The paragraph which cautions that information systems help provide accuracy and objectivity in the operations carried out in first order and mode (5), paragraph that information systems help regulate organization inside and outside the treasury of the city of Benghazi with mode (4) in second, and in third order came record-keeping, which fell on an annual basis for the settlement of expenses with mode (5) which indicates that the information systems helps to solve the problems of wasting public money.

The second questionIs there a statistically significant relationship between the use of information systems and solving administrative problems within the financial services monitoring of Benghazi?

The answer to that was extracted simple correlation coefficient between information systems and problems studied, which previously introduce





Table (4.20 ) shows correlation matrices between information systems and other variables

Independent variable Dependent variable	X1	X2	X3	X4	X5	X6	X7	X8
Structure problems	1.000	.104	.182	-.337	-.360	.087	-.370	-.290
Control problems and administrative corruption	.104	1.000	-.052	.070	-.401	.161	-.286	.130
Problems with the manual method to complete transactions	.182	-.052	1.00	-.102	.230	.014	.113	.056
Problems with the use of computers	-.337	.070	-.102	1.000	-.120	-.176	-.098	.233
Connectivity problems and telematics	-.360	-.401	.230	-.120	1.000	.046	.630	.147
Problems wasting time	.087	.161	.014	-.176	.046	1.000	.074	.202
problems of Wasting human energy	-.370	-.286	.113	-.98	.630	.074	1.000	.287
Wasting public money problems	-.290	.130	.056	.233	.147	.202	.287	1.000

Source: Preparation by researcher Adoption on the results of the field study on march 2013

It Appears from a table (4.20) that matrices link between information systems and problems organizational structure and problems of manual method and communication problems and telematics was negative and a function which indicates the existence of a reality relationship between variables mentioned above, while the study not reached to the existence of a





relationship between information systems and other variables, can be explained so that through management information systems can identify the problems that correspond to the organization and then contribute to the solution. As already made clear through the relationship of information systems with some variables foregoing information systems achieve complementarily between the various functions of the organization, providing a database covering most areas of the organization, therefore, management information system is powerful tool for senior management (the top level) because it provides real-time information and accurate and integrated, it also provides managers the information needed by all of them. As for the lack of a relationship between information systems and problems of control and administrative corruption may be the result because there are some transactions carried out by staff or administration may accomplish more without passing sequentially administrative stipulated which The excesses by both the employee and reviewers, which is in itself administrative corruption and in such cases can not be for information systems that solve these problems of others Closed legally, as well as the matter regarding wasting time and human energy and public money despite the fact that most respondents approved and agreed that information systems of methods through which we can solve these problems but that within the institution's results contrary to the rules of engagement when unanimous answers respondents to the absence of any relationship teamed information wasting human energy and public money and wasted time and can be traced back to the fact that information systems may not cover all areas in the organization that had to be drawing on some other systems that complement the role of information systems as a decision support system and other systems of assistance and service organization within the institutions.





#### 4.5 Discussion

The study found the following results will be mentioned only presents the considerable three problems obtained the first place by answers of response with respect to the first goal, including:

The Ministry of finance Benghazi Branch ( monitoring of financial services ) suffers from some problems, including with respect to the organizational structure and the considerable problems which have been agreed from the respondents with high degree approval is that the organization network better than regulation hierarchy which the administration adopted it and that the lack of clarity of the organizational structure led to the non audit of duties and the levels carried out by the staff, and that all laws within the ministry of finance of monitoring financial services to help Centralization take decisions and prevent Take any decision without reference to the senior administrations . As for the role of information systems in solving the problems of the organizational structure, the study found that the solution represented in promoting decentralization in decision-making and job redesign, analysis and put a new format, reducing the size and role of middle management. It's the highly record paragraph that everyone of the respondents agreed on it.

As for the problems of administrative corruption, respondents agreed on that corruption problems is the use of daily attendance records and also is in the regulatory regime inside the institution, as well as the study found that the most important sources of the regulatory system within the institution is complaints of reviewers, and was mobile field and oral reports . The Results of the study also said that information systems and an important way to eliminate the problems of administrative corruption by simplifying procedures and strengthen control over workflow and compliance with lawsand they limit the manifestations of corruption, as the study found that more corruption common within the institution is in mediation and then favoritism and Finally came bribery. As for the role of information systems of the reduction of the problems of administrative corruption, study found that information systems help through simplification of procedures for both of reviewers and the employee as it helps to strengthen monitoring of





workflow and compliance with laws and limit the manifestations of routine by agreed of respondents.

As for the problems using the manual method study found that it is one of the problems afflicting the staff and most of these problems that hinder the work of the staff when you search for any transaction in the archive or when categorized as well as staff suffer of damage some transactions of reviewers as a result of the process of storage and finally came It's one of the factors that hinder workflow and causing slow accomplished.

With regard to the role of information systems to get rid of the problems of using the manual method of respondents agreed that the information systems help facilitate the classification and archiving of data, it is also safer and faster to do business.

As for the problems of the use of computers based on the answers of respondents, the study found that the employees they need to training courses in the use of computers within the organization and that their experience is weak, and reached as well that there are some factors that delimitate use of computers within the pretext of confidentiality of information as the respondents agreed that existing programs within the institution is sophisticated and type of computers are old, either with regard to the role of information systems to get rid of the problems of computers study found, according to answers of respondents said information systems helps to get rid of the manual method and replace it with a more safe and also the whole respondents that information systems help to classification and save rapidly and more safely and easily in their search.

Regarding to problems of communication and transmission of information, the study found that the Ministry of finance Benghazi Branch(The Monitoring of financial services ) suffer from the absence of any exchange of information with the departments that overlap with some transactions are completed by the institution that is, they operate in isolation from contact these institutions, whereas, The reviewersthemselves transfer transactions, and the whole respondents to the organization's lack of networking system to link sections and branches in the organization and all the transactions carried by regular mail may





cause delays in the completion of transactions, and also agreed that the institution is not interested in developing electronic network linking workflow to facilitate the employee and references.

As for the role of information systems in solving these problems the whole respondents agreed on their need for information systems within the Ministry of finance Benghazi Branch(The Monitoring of financial services ) and helping of increase the effectiveness of communication between the departments and units of the organization. Also help connect sections and departments networked computer.

As for the problems of wasting time study found that Ministry of finance Benghazi Branch(The Monitoring of financial services ) suffer from these problems And the whole respondents agreed on that the time wasted by asserting officials on chores which in turn wasted time both the employee and reviewers as well as a lack of respect appointments by the employee and reviewers to finish tasks, as well as among the factors rely on handwork for manual transfer of transactions between the units and branches.

As for the role of information systems in solving the problems of wasting time respondents agreed on that help of determine the tasks of employees within the organization and functions, it also helps to identify and simplify work procedures followed, as the whole respondents agreed on it helps to clear goals to be accessible and determine scheduled time for it.

#### **With regard to the problems of waste of human energy**

The study found some of the problems that exist within the organization with regard to wasting human energy, including that the developmental courses are monopolized on certain people and not to be selected in accordance with the efficiency and organization not interested to train employees on advanced administrative programs the administration did not bother to train new staff and lack of rehabilitation of old staff , No training sessions outside or inside the country to develop the performance of the employee. Respondents also acknowledged of the importance of information systems to get rid of the waste of human energy problems where they agreed on





It helps to work in groups instead of getting it done individually and it helps to respect the capabilities of the employee and record what he accomplished of work and help to prepare training sessions. Organized in periodically target all the staff in tracking which indicates the role of information systems in overcoming problems of wasting energy human and then invested.

### **The problems of wasting public money within the institution**

The study found that the most important existing problems within the institution with respect

The weakness of the collection of some treasury revenues and supplied in a timely manner so some government and private entities avoid from paying accumulated taxes, and that negatively affect the institution with respect to the budget as well as the whole respondents that there is lack of cooperation of a number of actors with the institution and not responsiveness in addressing repeated violations and abuses according to the regulations in force

The role of information systems in reducing the problems of wasting money, respondents agreed on it helps Providing accuracy and objectivity in the operations carried out and to organize inside and outside to monitor the financial services for the city of Benghazi and it facilitates the process of record-keeping, which fell on an annual basis for the settlement of expenses.

With regard to the second goal the study get resulted to the existence of a negative correlation coefficients between information systems and organizational structure problems and the problems of the manual method, the problems of communication and transmission of information.





#### **4.6 Relationship Reliance on Management Information Systems with Increasing the Effectiveness of the Regulatory Process in the Ministry of Finance – Benghazi Branch**

The report has identified challenges and benefits of MIS in previous chapters, here in this chapter we discussed the enabling policies aimed at users from MIS and scaling through the difficulties also discussed and the policies have two facets, namely policies to use MIS and policies aimed at reaping the maximum benefits from it. The description of relationship reliance on management information systems with increasing the effectiveness of the regulatory process in the Ministry of finance – Benghazi Branch will show on the following explanation.

##### **4.6.1 Solution of Implementation of MIS for creating enabling Environment**

Through the results of observation and review some previous related studies, the author will present a proposal for management information systems to apropos framework for management information systems in the Ministry of finance Benghazi Branch (The Monitoring of financial services) it before the introduction of visualization propose to do some important things, including staff training on the use of information systems;

The purpose of choosing this system is aid of Ministry of finance Benghazi Branch (The Monitoring of financial services) to provide services in a manner that achieves the maximum amount of customer satisfaction with helping to convert from paper method into electronic-method- must be noted that government officials seem to resist Entry information technology, for fear of losing their jobs non- adaptation with technology and concern of diminished access to illegal income

##### **4.6.2 Steps to implementing the system**

Ministry of finance Benghazi Branch (The Monitoring of financial services) before starting the system should to follow the following steps:

- **Training beneficiaries (staff)**





The effective use of management information systems prerequisite for increasing the productivity of work in various administrative areas.

The training aims to raise awareness services management information systems and emphasize on the importance of information systems for Administrative Development, and shows the effective of services information systems and their contribution to the performance upgrades.

- **Management Processes reengineering**

It requires make basic changes in structural and mechanism of administrative work and documentary cycle by reducing the number of paper .used it are necessary of achievement transactions and in addition to strengthening the decentralization by reducing the number of signatures, and the replacement of the organization hierarchy into organization networking which requires reducing the number of management levels, for the purpose of short stages and the time to complete transactions.

- **Formation of Administration Management Information Systems**

The mentioned administration determines all stages of building management information systems from the investigation system, system analysis, system design, Execution of the system by defining the general objectives, sub-goals and partial various plans and programs to do objects of different activity and appropriate system activity of the restrictions of the external environment and control on the performance of sub-systems and correct deviations.





#### 4.7 Description of the proposed system

Researcher suggests preparation of alternative system consists of three main parts which are input - internal processors - output, in addition to the feed reverse channel (apostate)

##### 1. **Input system:** consists of the following sub-systems:

- A. **Data processing system:** regard to all data accompanying achievement daily operations, since the Ministry of Finance of Benghazi means to collect taxes and financial charges. and monitored the data processing system is a financial system that records all financial event in Benghazi Branch as fee sale of stamps, collection, companies taxes, taxes on profits both real and imagined, sale or assignment of real estate and so on.
- B. **Scientific research system:** it concerned on doing studies and researches on reviewers by official intended to develop services to meet with the reviewer's suggestions and getting to the results represent a significant input in the information system to Ministry of finance Benghazi Branch (The Monitoring of financial services).
- C. **Investigation System:** This system deal of Investigation on organizations has the same activity and benefit from their experiences in the development of workflow inside institution, the means of the system to collect this data. Either through printed publications, or international database, or field visits and other
- D. **Inputs of the Ministry of Finance:** - this system holds policies and decisions, instructions and directives of the Ministry of Finance and the different patriarchal actors
- E. **Input of the external environment :** - The data is collected relevant direct and indirect to financial activity and related to economic, social, technical, legal and other external factors that may affect in the work of the Organization.





## 2. Internal processors:

Intended to transform from inputs to outputs. Or in other words to convert data from its raw form into useful information, and this assembly operations, respectively, classification, summarization, arithmetic, storage, and distribution.

**3. Output:** is the information, reports, graphs, frequency distributions, and this output is usually the rule by administrative divisions and output system can be divided into the following sub-systems:

- System of Quality subsystem: This system Respect to giving information which are relevant to characteristics and specifications of the quality of service provided, and the requirements to achieve the required quality levels. Develop the level of service.
- Subsystem for financial control: This system makes sure of legal and various financial collections and legality of transactions. Once the financial database configuration and Requests Computer films with data becomes easy to identify deviations and prepare periodic reports and to follow up on the financial performance of the organization (Financial Services monitoring of Benghazi).
- Subsystem for each department of the sections (Financial Services monitoring of Benghazi).
- Regard to providing information for each department of the sections, outputs of this system be distributed in the form of private databases of each department.
- Subsystem for senior management information: Senior management will provide comprehensive summary information for the overall activities, including serving senior management functions of planning, organizing, monitoring, financial operations and activities of the organization.
- Sub-system of the Ministry Finance: The ministry supplying information on activity levels and ratios to accomplish and execution, the needs and difficulties faced by (Ministry of finance of Benghazi) and its informative regions of the required financial to solve unrepeated problems.





- Subsystem for information specific to certain actors in the external environment.

This system Respect to provide the bodies and institutions, individuals and government agencies in common interests with required data to and all the massage in order to gain the cooperation and trust these bodies.

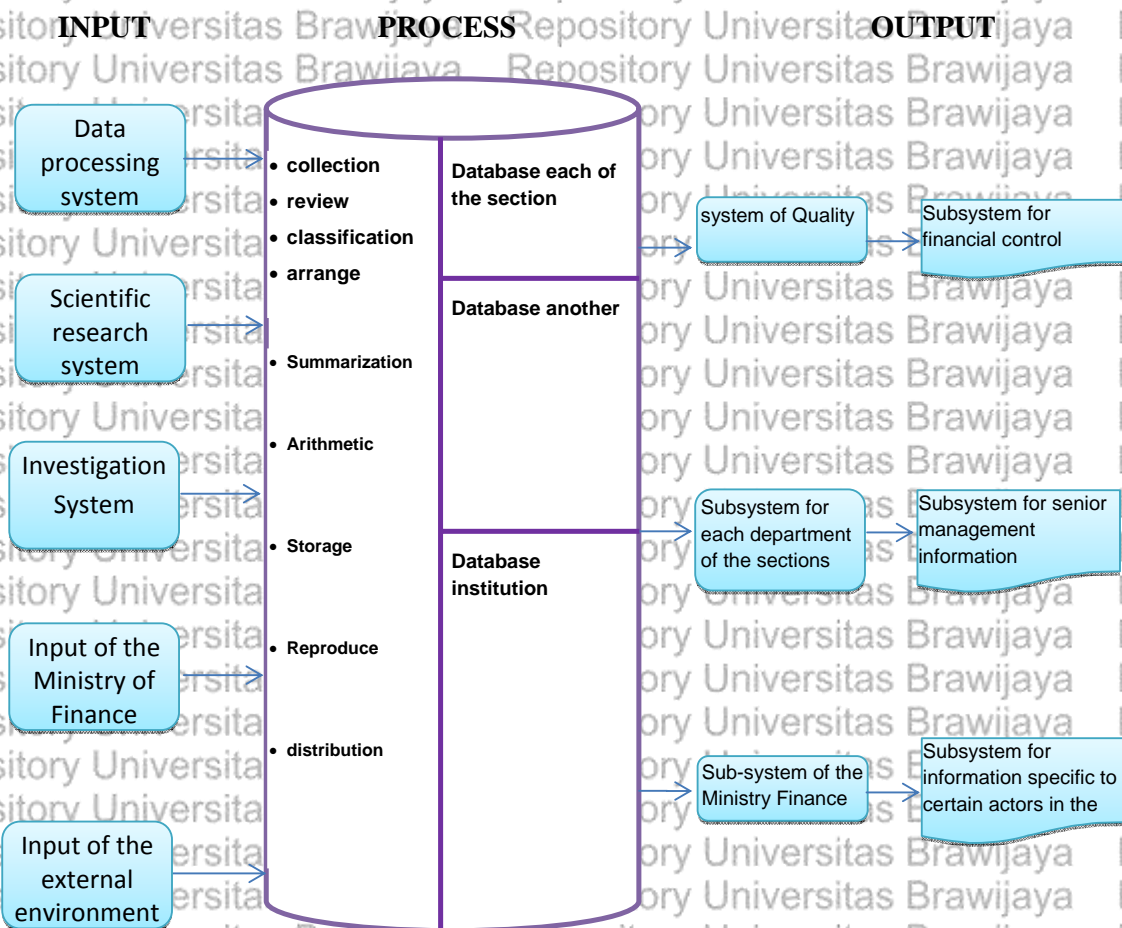


Figure 4.2.

Sources : Program Data That has been Process





## CHAPTER 5

### Conclusion and Recommendation

#### 5.1 Conclusion

In this report, attempts have been made to examine the **MIS**, its problems, importance in an organizational setting and to explain relationship between the application of information management and disposal of problems. One may conclude that MIS is the lifeblood of any organization. Both public and private sectors must be committed to seeking formal or organized information before taking decisions. nevertheless **MIS** is one of the systems that can find the solutions of the administrative problems in terms of collection, processing, classification and archiving the information and data which are needed by the decision makers for doing all administrative functions in terms of Planning, organizing, directing, monitoring and all fields of works in the organization. Management problems will be provided with specific answers through computer simulations and techniques.

Today's managers must be careful, as they can become inundated with only marginally relevant facts rather than be presented with concrete and absolutely useful information. And increase the effectiveness of the regulatory process in the Ministry of finance Benghazi Branch.





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## Appendix 1: (i) The Questionnaire

### QUESTIONNAIRE TO IDENTIFY PROBLEMS TRANSACTIONS ADMINISTRATIVE SYSTEM

#### *TO BROTHERS DEPARTMENT MANAGERS AND EMPLOYEES.*

In order to obtain a master degree, university of **Brawijaya - Indonesia**, I required demonstrating my ability to conduct research

. You are therefore invited to participate in a survey aimed at investigating the role of management information systems ,we are seek to know the functioning of the administrative transactions within the Ministry of Finance Branch Benghazi, An effort to know the facts purely scientific. Which is the one of the tools used in the study .the Title is "management information systems and their role in solving the problems .(Case study at Department of FINANCE Benghazi)

Your participation in answering the questions contained in this questionnaire have an important role in access to the results serve the objectives of this study. So we hope to answer in detail to the questions raised, And do not leave a question without an answer, By choosing one of the alternatives listed , Note that there is not wrong answer , and other valid, We hope to put mark In front of the paragraph that fit your every re<sup>y</sup>istic. It is important to note that you don't have to write your name on the questionnaire . answers will therefore be kept anonymous.

Confidentiality is guaranteed and you would not in any way be linked to any information that is published about the survey your kind co-operation in this regard will be highly appreciated, Thank you for taking the time to fill in this questionnaire. ....Researcher Gafar Ganzori





	Paragraph	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
	<b>Organizational structure problems</b>					
1	organizational structure is unclear led to overlapping functions I have	24	20	5	1	0
2	organizational structure is unclear led to the lack of scrutiny of duties and levels make	28	22	0	0	0
3	all laws within the ministry to help in central to take decision without reference to the higher administrative levels	26	21	2	1	0
4	network system is limited to the lower administrative levels better than hierarchical organization, which is based on multiple levels of management	32	17	0	0	0
5	the role of information systems in the reduction of the problems of the organizational structure					
	A-reducing the size and role of middle management	26	23	0	1	0
	B-promote decentralization in decision-making	37	12	1	0	0
	C-to change the organizational structure from vertical to horizontal	24	15	10	1	0
	D-redesign and analysis functions and put a new format	33	17	0	0	0
	E-cancel organizational units which computer does their function	27	22	1	0	0
	<b>Monitoring problems and administrative corruption</b>					
6	i feel that the regulatory regime within the organization serves the purpose of monitoring on the commitment and workflow	0	0	0	36	14
7	daily attendance records assists to	0	0	7	37	6



	adjust the timeliness of work					
8	In descending order of the most important sources of the regulatory system within the organization are:					
	A-Field phones or mobile	19	25	5	1	0
	B-Oral reports	12	23	14	1	0
	C-Written reports	0	0	16	24	0
	D-complaints of reviewers	24	23	3	0	0
9	of the most important aspects of administrative corruption within the institutionManifestations of corruption within the institution					
	A-mediation within the institution	32	18	0	0	0
	B-bribery of more manifestations of administrative corruption	1	0	8	41	0
	C-favoritism among the manifestations of corruption	18	8	12	12	0
10	Management information systems Enables to increase the effectiveness of the regulatory process and get rid of corruption through					
	A-strengthen control over workflow and regulatory compliance	19	21	10	0	0
	B-reduction aspects of the routine	16	18	14	2	0
	C-simplification of procedures	33	17	0	0	0
	<b>Problems with the manual method in the completion of transactions</b>					
11	large number of papers and records make me exhausted when completing transactions within the institution	11	24	9	6	0
12	The classifications of Archive department in the organization is not comfortable and is spread over a large number of shelves	16	12	22	0	0
13	difficult when you search for any transaction in the archives or when it needs the classification	37	9	4	0	0
14	suffer from damage to some reviewers transactions as a result of storage	17	33	0	0	0



15	manual method for recording transactions are the cause of the slow delivery	16	29	5	0	0
16	on the role of information systems in getting rid of the problems of the manual method					
	A-replace the manual method in a manner most credit and faster	18	21	11	0	0
	B-facilitate classification and save data	21	29	0	0	0
<b>Problems with the use of computers</b>						
17	that the employees within the organization impaired experience in the use of computers	25	21	4	0	0
18	prevent the use of computers in certain transactions information on grounds of confidentiality	24	26	0	0	0
19	there are more software development and especially the administrative work in the form of management information systems and treatment systems are not known and applied to our type of old computers	31	19	0	0	0
20	order of the role of information systems in getting rid of the problem of the use of computers:					
	A-replacement of manual method with electronic one which is more safe manner	41	9	0	0	0
	B- Facilitate, classification and archiving of information and speed of recall	13	23	9	5	0
<b>Communication problems and telematics</b>						
21	there is an overlap between some of the transactions and Other organizations as real estate divisions and courts	2	15	18	15	0
22	I notice that there is no exchange of information with the departments that overlap with some of our transactions	28	12	7	3	0



23	No network connecting to the transfer and exchange of information and all our information transferred through correspondents or regular mail	25	19	6	0	0
24	Not – caring of configure network link between departments and branches to exchange information and facilitate their access	33	5	12	0	0
25	the role of information systems to get rid of the problems of communication and transmission of information:					
	A-achieve better interaction between institutions and reviewers	6	26	18	0	0
	B-activate communication between the departments and branches of the institution	32	16	2	0	0
	C-connecting sections and departments with networked computer	27	11	12	0	0
	<b>Problems of wasting time</b>					
26	handwork hinder workflow and needs a long time	24	21	4	1	0
27	lack of prioritization in the organization makes any transaction takes a long time	22	14	12	2	0
28	having an ad hoc management help to wasting our time	9	34	7	0	0
29	non-compliance deadlines prolongs the end of the tasks	29	14	7	0	0
30	sudden unplanned Travel of director, wasting our time at work	14	29	7	0	0
31	poor or lack of regulation of the personal decision-maker's	22	14	14	0	0
32	confused between authority and responsibility and lack of clarity in the terms of reference	12	31	7	0	0
33	duplication of functions, effort, multiple heads and supervisors	27	15	8	0	0





34	emphasis on trivial chores	31	19	0	0	0
35	to the role of information systems to get rid of the problems of wasting time:					
	A-assists on the clarity of objectives to be reached and determine the schedule time	19	26	5	0	0
	B-identify employees missions within the institution and their jurisdiction	31	15	4	0	0
	C-division of work between the workers and in an objective and fair manner	14	28	7	1	0
	D-identify and simplify followed work procedures	23	25	2	0	0
	E-availability of the required economic and social, regulatory environment to carry out the tasks	17	22	11	0	0
<b>Waste of human energy problems</b>						
36	administration do not care of training new staff or rehabilitation old staff.	17	20	12	1	0
37	There are no training sessions outside or inside the country to develop the performance of the employee .	18	18	10	3	1
38	No clear policy to give moral and material incentives within the organization	11	25	14	0	0
39	developmental courses are monopolized on certain people and not to be selected according to the efficiency.	36	14	0	0	0
40	the Foundation is keen to train staff on advanced management programs.	24	26	0	0	0
41	the role of information systems in the disposal of waste of human energy problems					
	A-preparing training sessions organized periodically target all staff in tracking .	13	32	5	0	0
	B-work as efficient groups rather than of individual work done.	20	28	2	0	0





	C-Respect for the abilities of the employee and record what he did of the distinct business.	20	25	5	0	0
<b>Wasting public money problems within the institution</b>						
42	a number of government agencies expense unlawfully amounts of cash or adhered to without support systems .	25	16	9	0	0
43	lack of cooperation of a number of actors with the institution and lack of responsiveness in addressing the repeated violations and abuses according to the regulations in force	20	26	4	0	0
44	delayed implementation of many vital projects and find some low-quality implementation, and as a result of the weakness of serious follow and lax application of the provisions of the contracts for these projects .	25	21	4	0	0
45	weakness of preventive internal monitoring in many of the executive government bodies	15	28	7	0	0
46	evade some of government and private agencies from pay accumulated taxes.	26	21	3	0	0
47	Weakness of collect some general Treasury revenues and delivered in a timely manner so.	26	24	0	0	0
48	non-compliance with a number of government agencies and financial systems help the implementation of the general budget and preparation of final accounts and filed on a timely system	14	20	16	0	0
49	poor performance of some companies in which the state and the continuing incurred significant losses	20	15	12	3	0
50	the role of information systems in reducing the problems of wasting public money					
	A-organization inside and outside the treasury of the city of Benthazi	12	23	14	1	0
	B-record-keeping, which fell on an annual basis for the settlement of expenses	11	22	17	0	0



