A FRAMEWORK FOR EFFECTIVE IMPLEMENTATION OF MANAGEMENT INFORMATION SYSTEMS IN THE RURAL DEVELOPMENT SECTOR

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DECLARATION

I declare that this is my own work and this dissertation does not incorporate without acknowledgement any material previously submitted for the degree or diploma in any other University or Institute of higher learning and to the best of my knowledge and I belief it does not contain any material previously published, or written by another person except where the acknowledgements is made in the text.

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The above candidate has carried out research for the master's dissertation under my supervision

Signature Date:
Dr. Shantha Fernando

DEDICATION

To my wife and children for their endless patience, benefaction and encouragement.

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ABSTRACT

Information and Communication Technologies are increasingly used by developing countries in strategies that see the new technology as having the potential to deliver economic growth, employment, skills generation and empowerment. The Information communication technology advancement contributes to the improvement of information system literacy within the society.

A Management Information System has a greater contribution to increase competitiveness and effectiveness of managers in the decision making process and in solving different problems that emerge when managing an organization.

The aim of this thesis is to identify and analyze critical factors that may have an impact on an effective implementation of a Management Information System (MIS) that has been developed for many projects of the rural development sector in Sri Lanka. The information needs of the various managerial levels are pointed out and the stages in the development of MIS are defined. The growing importance, of the application of MIS in the rural development sector, is highlighted. The implementation of an MIS tool in order to improve the service quality among the staff is expected to provide an excellent facilitation to the community.

Firstly, preliminary data gathering was carried out by reviewing the available literature to identify critical factors, which highlighted when implementing information systems on various projects local and overseas. After conducting the interviews and the literature survey, a theoretical framework was designed, hypotheses were identified and an appropriate statistical method was selected.

Secondly, a research was conducted to obtain the views from the village community, field officers, management Consultants and senior officials who play a key role in the system implementation.

Thirdly, collected data were analyzed and recommendations were proposed together with a framework for effective implementation of management information systems in the rural development sector.

The main outcome of this thesis is a guideline or framework for development projects which planning to implement an MIS solution for their organizations. The analysis highlights the relationship between the four important factors (i.e.: Perception, Usability, Sustainability and Suitability) which could be seen as possible barriers to the successful introduction of MIS. Furthermore, these factors will be helpful to examine the sustainability of the system either during the project process or in connection with the usage in their practices.

Key words: Management Information System (MIS), Information Technology (IT), Rural Development (RD).

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LIST OF ABBREVIATIONS

ADSL	Asymmetric Digital Subscriber Line
APL	Adaptable Program Loan
ATM	Automatic Teller Machine
CDD	Community Driven Development
COM	Community Operations Manual
DLC	Distance Learning Center
EOI	Expression of Interest
G.C.E	General Certificate Examination
GDF	Gemidiriya Foundation
GND	Grama Niladhari Division
GOSL	Government of Sri Lanka
ICT	Information Communication Technology
ICTA	Information Communication Technology Agency
IEC	Information Education and Communication
ISAP	Indian Society of Agri-Business Professionals
ISRO	Indian Space Research Organization
IT	Information Technology
JAD	Joint Application Development
ME&L	Monitoring, Evaluation and Learning
MIS	Management Information System
NCB	National Competitive Bidding
NCPLTC	National Community Professional & Training Center
NGO	Non- Government Organization
NPA	National Procurement Agency
PAD	Project Appraisal Document
PIP	Project Implementation Plan
PPP	Public, Private, People
PTCRRMP	Post Tsunami Coastal Rehabilitation & Resource Management Program
PTLiveSPP	Post Tsunami Livelihood Support & Partnership Program
RAD	Rapid Application Development
RFP	Request for Proposal
SDLC	Software development Life Cycle
SWAP	Sujala Watershed Action Plan
SWS	Sub-Watersheds
TEC	Technical Evaluation Committee
TOR	Terms of Reference
TOT	Training of Trainers
VC	Village Committee
VO	Village Organization
VSAT	Very Small Aperture Terminal

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