Internship Report
on
Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd.

Submitted by:

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Submitted to:

Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of
Bachelor of Business Administration (BBA)



Sonargaon University (SU)
147/1 Green Road, Panthapath, Tejgaon, Dhaka

Date of Submission: August 21, 2026

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Letter of Transmittal

August 21, 2026

Sharmila Sikder
Assistant Professor
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Subject:Submission of internship report on **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."**

Dear Madam,

With due respect, I am pleased to submit my internship report titled **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."** as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program at Sonargaon University (SU). This report has been prepared based on my internship experience at **JMI Syringes & Medical Devices Ltd., Kazi Nazrul Islam Avenue, Ramna, Dhaka-1217**, and the knowledge gained during my academic studies. I have made every effort to follow the required guidelines and present the report in a clear, systematic, and comprehensive manner.

I sincerely hope that this report will meet your expectations and fulfill the academic requirements. I shall be grateful if you kindly accept this report. I will be pleased to provide any further clarification if required.

Thank you for your valuable time and consideration.

Sincerely yours,

.....
S.M Saiful Islam Shipu
ID: BBA 2203027148
Program: Bachelor of Business Administration (BBA)
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Declaration of Student

I am **S.M Saiful Islam Shipu**, a student of the Bachelor of Business Administration (BBA) program with ID: **BBA 2203027148** at Sonargaon University (SU). I would like to sincerely declare that the report titled **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."** has been prepared by me as a part of the requirements for the completion of my BBA program.

During the preparation of this report, I have made every effort to maintain academic integrity and ensure that all information, data, and references used in this report comply with ethical standards and proper citation practices. I also confirm that this report is my original work and has not been submitted previously to any other institution or organization for the purpose of obtaining any degree, diploma, or academic qualification.

Yours Sincerely,

.....
S.M Saiful Islam Shipu
ID: BBA 2203027148
Program: Bachelor of Business Administration (BBA)
Major: Management Information Systems (MIS)
Department of Business Administration
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Letter of Authorization

This is to certify that the Internship report titled **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."** has been prepared as a part of the completion of the Bachelor of Business Administration (BBA) program from the Department of Business Administration, Sonargaon University (SU).

The report has been carried out by **S.M Saiful Islam Shipu**, bearing ID: **BBA 2203027148**, under my supervision. The internship report and the information presented in this report will not be used for any other purposes without proper authorization.

The student has demonstrated sincerity, dedication, and responsibility throughout the preparation of this report. It has been a great pleasure working with him. I wish him every success in his future academic and professional endeavors.

.....
Sharmila Sikder
Assistant Professor
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgement

I would like to express my heartfelt gratitude to all those who have supported and guided me throughout the journey of preparing this internship report titled **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."**

First and foremost, I would like to express my sincere appreciation to my internship supervisor, **Sharmila Sikder**, Assistant Professor, Department of Business Administration, Sonargaon University (SU), for her valuable guidance, continuous support, encouragement, and constructive suggestions throughout the preparation of this report. Her expertise and insightful feedback have played an important role in completing this report successfully. I am also grateful to all the respected faculty members of the Department of Business Administration, Sonargaon University (SU), for providing me with the necessary academic knowledge, support, and a favorable learning environment throughout my BBA program.

I would like to express my sincere appreciation to **S.M. Hasiful Islam Nipu ,Senior Executive, Tender Business** of **JMI Syringes & Medical Devices Ltd.** for their valuable cooperation, assistance, and support during my internship period. Their practical guidance and cooperation helped me gain a better understanding of the organization's information systems, data management, communication processes, and decision-making practices.

I am also grateful to all the officers and staff members of **JMI Syringes & Medical Devices Ltd.** who directly or indirectly contributed by providing the necessary information and support for the successful completion of this internship report. Their cooperation helped me gain practical knowledge about information systems, organizational operations, information flow, and the role of technology in supporting managerial decision-making.

Finally, I would like to thank everyone who supported me throughout this academic journey and contributed to the successful completion of this report.

Executive Summary

JMI Syringes & Medical Devices Ltd. is an organization operating in the medical devices and healthcare products sector of Bangladesh. The effective use of information systems is important for managing organizational activities, maintaining accurate information, coordinating different departments, and supporting timely managerial decisions. The main objective of this report is to analyze the **Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd.** and understand how information systems support its organizational activities and decision-making.

This report has been prepared as a requirement for the completion of the **Bachelor of Business Administration (BBA)** program at Sonargaon University (SU). The report is based on my internship experience at **JMI Syringes & Medical Devices Ltd., Kazi Nazrul Islam Avenue, Ramna, Dhaka-1217**. Throughout the internship period, I gathered practical knowledge regarding the organization's information flow, data management, communication systems, operational activities, and decision-making processes.

The report focuses on the role of information systems in collecting, processing, storing, and distributing information within the organization. It also examines how relevant and timely information supports managers and employees in planning, monitoring operations, coordinating activities, solving problems, and making effective business decisions.

In this report, I have presented an overview of **JMI Syringes & Medical Devices Ltd.**, its major activities, organizational functions, information systems, information flow, and decision-making practices. The report also highlights the importance of accurate and timely information in improving operational efficiency, communication, coordination, and managerial decision-making. The analysis provides an understanding of how information systems can contribute to better organizational performance and business process management.

The final part of this report includes the major findings, recommendations, and conclusion based on my study and internship experience. The recommendations are intended to improve information management, strengthen communication and information flow, enhance system efficiency, and support more effective decision-making within the organization. This internship experience has enabled me to relate my academic knowledge of Management Information Systems (MIS) to real-life organizational activities and develop a practical understanding of how information systems support business operations and managerial decision-making.

Table of Contents

SL NO.	Particulars	Page no.
	Title Page	i
	Letter of Transmittal	ii
	Declaration of Student	iii
	Letter of Authorization	iv
	Acknowledgement	v
	Executive Summary	vi
	Table of Contents	vii-viii
	List of Acronyms	ix
	Chapter-1: Introduction	1
1.1	Background of the Report	2
1.2	Origin of the Report	2-3
1.3	Scope of the Report	3
1.4	Objectives of the Report	3-4
1.5	Methodology and Data Collection	4
1.6	Limitations of the Report	4-5
1.7	Structure of the Report	5-6
	Chapter-2: Organizational Overview of JMI Syringes & Medical Devices Ltd.	7
2.1	Company History	8
2.2	Vision	8
2.3	Mission	8
2.4	Products and Services	8-9
2.5	Organizational Structure	9
2.6	Business Operations	10
2.7	Information System Overview of the Organization	10-11
2.8	Information Systems Used in Different Departments	11-12
2.9	SWOT Analysis	12

	Chapter-3: Internship Duties & Responsibilities	13
3.1	Internship Overview	14
3.2	Roles and Responsibilities	14
3.3	Departments Worked With	14-15
3.4	Practical Experience with Information Systems	15-16
3.5	Skills and Knowledge Gained	16
	Chapter-4: Information System and Decision-Making Process Analysis	17
4.1	Information System Analysis	18
4.2	Types of Information Systems Used in the Organization	18-19
4.3	Information Flow and Management Process	19-20
4.4	Decision-Making Process of the Organization	20-21
4.5	Role of Information System in Decision-Making	21
4.6	Challenges and Improvement Opportunities	22
	Chapter-5: Findings	23
5.1	Findings	24-25
	Chapter-6: Recommendations and Conclusion	26
6.1	Recommendations	27-28
6.2	Conclusion	29
	Bibliography	30
	References	30

List of Acronyms

IS	Information Systems
MIS	Management Information Systems
TPS	Transaction Processing system
DSS	Decision Support System
HR	Human Resources

CHAPTER–1
INTRODUCTION

1.1 Background of the Report

In the modern business environment, information has become one of the most important resources for organizational success. Organizations require accurate, timely, and relevant information to perform their daily activities, coordinate different departments, monitor performance, and make effective decisions. Information Systems (IS) help organizations collect, process, store, and distribute information to support operational and managerial activities.

The importance of Information Systems is particularly significant in manufacturing and medical device organizations, where business activities involve procurement, production, inventory management, quality control, sales, distribution, finance, human resources, and customer service. The availability of accurate information helps management monitor organizational activities and make appropriate decisions at different levels.

JMI Syringes & Medical Devices Ltd. is a company operating in the medical and healthcare product sector of Bangladesh. The company is involved in the manufacturing and distribution of medical devices and related healthcare products. Its corporate/head office is located at **Kazi Nazrul Islam Avenue, Ramna, Dhaka-1217**.

As a BBA student majoring in Management Information Systems (MIS), practical exposure to organizational information systems provides an opportunity to understand how information is generated, communicated, processed, and used in real business situations. During the internship period, attention was given to the relationship between information systems and organizational decision-making processes.

This report, titled **"Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd."**, focuses on understanding the role of information systems in supporting business operations and managerial decision-making. It also examines how information moves across different functional areas and how the availability of relevant information can contribute to organizational efficiency.

1.2 Origin of the Report

The internship program is an essential part of the BBA program at Sonargaon University. It provides students with an opportunity to connect theoretical knowledge with practical experience in a real organizational environment.
As a final-semester BBA student majoring in Management Information Systems (MIS), I completed my internship at **JMI Syringes & Medical Devices Ltd.**, with the objective of gaining practical knowledge about organizational information systems and their contribution to business decision-making.

The report has been prepared as a partial fulfillment of the requirements of the BBA program. The topic was selected considering its relevance to the MIS discipline and the opportunity to observe how information is managed and utilized within a business organization.

The internship experience helped me understand the practical relationship between information, organizational processes, and managerial decisions. It also allowed me to observe various activities related to data handling, communication, reporting, documentation, and information-based decision support.

1.3 Scope of the Report

The scope of this report is mainly focused on the **Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd.** The report covers the organization's general information management practices and the role of information in supporting operational and managerial activities.

The major areas covered in the report include:

- Overview and background of JMI Syringes & Medical Devices Ltd.
- Organizational structure and major business operations.
- Overview of Information Systems used in organizational activities.
- Information flow between different departments.
- Collection, processing, storage, and communication of business information.
- Use of information in operational and managerial decision-making.
- Role of Information Systems in improving organizational efficiency.
- Practical experience gained during the internship.
- Challenges associated with information management and decision-making.
- Recommendations for improving information-based business processes.

The report does not attempt to disclose confidential organizational information, sensitive financial data, proprietary software details, or restricted internal records. Instead, it focuses on the general practices and observations relevant to the academic objectives of an MIS internship.

1.4 Objectives of the Report

Broad Objective

To fulfill the partial requirement of the BBA degree.

Specific Objectives

The specific objectives of the report are:

- To provide an overview of JMI Syringes & Medical Devices Ltd. and its major business activities.
- To identify the major types of information used in different organizational activities.
- To understand how information is collected, processed, stored, and communicated within the organization.
- To examine the role of Information Systems in supporting day-to-day business operations.
- To analyze how relevant and timely information supports managerial decision-making.
- To understand the flow of information among different departments of the organization.
- To identify the benefits of using Information Systems in organizational activities.
- To identify major challenges related to information management and decision-making.
- To relate the theoretical concepts of Management Information Systems with practical organizational activities.
- To provide practical recommendations for improving information management and information-based decision-making.

1.5 Methodology and Data Collection

The methodology of this report has been designed to collect relevant information about the Information System and Decision-Making Process of JMI Syringes & Medical Devices Ltd. Both primary and secondary sources of information were considered in preparing the report.

- **Primary Data**

Primary information was collected through practical observation and interaction during the internship period. The major sources of primary information included:

- Direct observation of organizational activities.
- Informal discussions with employees and concerned personnel.
- Practical experience gained during assigned internship activities.
- Observation of information flow and documentation procedures.
- Observation of departmental communication and reporting practices.

- **Secondary Data**

Secondary information was collected from relevant sources, including:

- Company-related materials and available organizational information.
- Official publications and documents where accessible.
- Relevant textbooks on Management Information Systems.
- Academic journals and research materials.
- Websites and online resources related to Information Systems and business management.

- **Data Analysis**

The collected information was analyzed qualitatively. The observations were organized according to the major objectives of the report, with particular emphasis on Information Systems, information flow, business operations, and decision-making.

1.6 Limitations of the Report

Although considerable effort was made to prepare an informative and reliable report, some limitations were encountered during the internship period.

The major limitations are:

- The internship period was limited, which restricted the opportunity for observing all organizational activities in detail.
- Some internal information was confidential and therefore could not be included in the report.
- Access to certain organizational systems and records was restricted.
- Some information was obtained through observation and informal discussions rather than detailed official documentation.
- It was not possible to interact with every department extensively.
- The report focuses primarily on the areas relevant to Information Systems and decision-making rather than covering every aspect of the organization.
- Organizational processes may change over time, so the observations presented in this report mainly reflect the internship period.

Despite these limitations, sufficient information and practical experience were obtained to fulfill the major objectives of the internship report.

1.7 Structure of the Report

The report is organized into six chapters to present the internship experience and analytical findings in a systematic manner.

Chapter 1: Introduction presents the background of the report, origin, scope, objectives, methodology, limitations, and overall structure of the report.

Chapter 2: Organizational Overview of JMI Syringes & Medical Devices Ltd. provides an overview of the company, including its history, vision, mission, products and services, organizational structure, business operations, Information System environment, systems used in different departments, and SWOT analysis.

Chapter 3: Internship Duties & Responsibilities describes the internship experience, assigned responsibilities, departments worked with, practical exposure to Information Systems, and skills gained during the internship

Chapter 4: Information System and Decision-Making Process Analysis focuses on the core subject of the report. It discusses the organization's Information Systems, information flow, types of information systems, decision-making process, role of Information Systems in decision-making, and related challenges and improvement opportunities.

Chapter 5: Findings presents the major findings identified from the internship experience, observation, and analysis of the organization's information management and decision-making practices.

Chapter 6: Recommendations and Conclusion provides practical recommendations for improving information management and decision-making and concludes the overall internship report.

CHAPTER–2
ORGANIZATIONAL OVERVIEW OF JMI SYRINGES & MEDICAL DEVICES LTD.

2.1 Company History

JMI Syringes & Medical Devices Ltd. is a Bangladeshi company operating in the medical and healthcare products sector. The organization has developed its business activities around the manufacturing and supply of medical devices and healthcare-related products.

The company has contributed to the development of the local medical device sector by producing and supplying products required by healthcare institutions and other relevant customers. Its activities involve several interconnected business functions, including production, procurement, quality control, inventory management, sales, distribution, finance, human resources, and administration.

The organization's operations require coordination among different departments. Therefore, effective information management is important for maintaining operational efficiency, monitoring activities, and supporting managerial decisions.

The head office of JMI Syringes & Medical Devices Ltd. is located at **Kazi Nazrul Islam Avenue, Ramna, Dhaka-1217**.

2.2 Vision

The vision of JMI Syringes & Medical Devices Ltd. is to contribute to the healthcare sector by providing quality medical devices and maintaining high standards of reliability and customer satisfaction. The organization aims to strengthen its position in the medical device industry through quality, efficiency, innovation, and responsible business practices.

2.3 Mission

The mission of JMI Syringes & Medical Devices Ltd. is to manufacture and provide quality medical and healthcare products that meet the requirements of customers and healthcare institutions.
The organization focuses on maintaining product quality, improving operational efficiency, developing its workforce, ensuring customer satisfaction, and continuously improving its business processes. Effective use of information and technology also supports the organization in achieving these operational and managerial goals.

2.4 Products and Services

JMI Syringes & Medical Devices Ltd. operates in the medical device and healthcare product sector. Its product portfolio includes various medical and healthcare-related products used by healthcare professionals, hospitals, clinics, medical institutions, and other relevant customers.

Major business activities include:

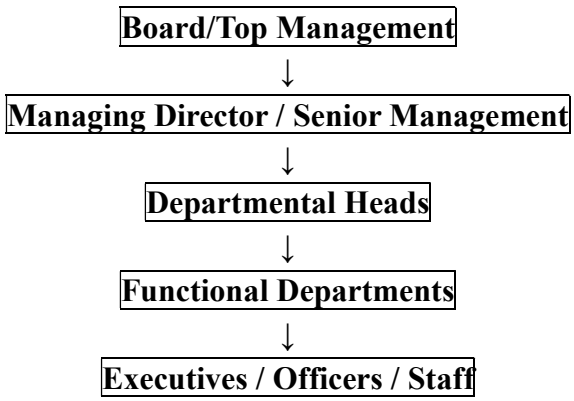
- Manufacturing of medical devices.
- Supply and distribution of healthcare products.
- Sales and marketing activities.
- Procurement and sourcing of raw materials.
- Inventory and warehouse management.
- Quality control and product-related activities.
- Customer and institutional support.

The company's business operations require coordination between production, procurement, inventory, sales, finance, administration, and other functional areas.

2.5 Organizational Structure

The organizational structure of JMI Syringes & Medical Devices Ltd. consists of different managerial and functional levels. Senior management provides strategic direction, while different departments perform specialized operational and administrative functions.

A simplified organizational structure can be represented as follows:



Major functional areas may include:

- ❖ Human Resources & Administration
- ❖ Finance & Accounts
- ❖ Sales & Marketing
- ❖ Production
- ❖ Procurement
- ❖ Supply Chain
- ❖ Quality Control
- ❖ Store & Inventory
- ❖ Information Technology / Information Management

The coordination among these departments requires continuous exchange of accurate and timely information.

2.6 Business Operations

The business operations of JMI Syringes & Medical Devices Ltd. involve a series of interconnected activities starting from procurement and production and continuing through inventory management, sales, distribution, accounting, and customer support.

Major Operational Activities

1. Procurement:
The procurement function deals with sourcing necessary raw materials, supplies, and other resources required for business activities.

2. Production:
Production activities involve converting required materials into finished medical products while maintaining appropriate operational and quality requirements.

3. Quality Control:
Quality-related activities help ensure that products meet the required standards before they are supplied to customers.

4. Inventory Management:
Inventory activities involve monitoring raw materials, work-in-process items, finished goods, and other stock-related information.

5. Sales and Marketing:
The sales and marketing function deals with market communication, customer requirements, sales orders, and distribution-related activities.

6. Finance and Accounts:
Finance and accounts activities include transaction recording, financial documentation, reporting, budgeting, and monitoring financial information.

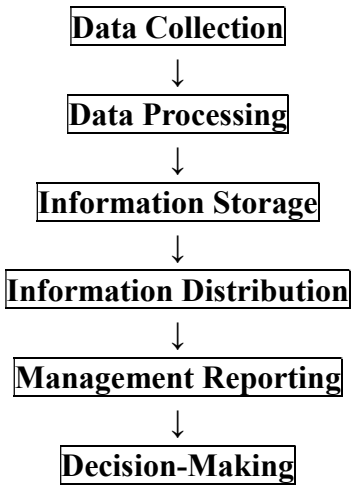
7. Human Resources and Administration:
This function manages employee-related information, administrative activities, attendance, documentation, and organizational support.
All these activities generate and require information. Therefore, an effective Information System is important for coordinating organizational operations.

2.7 Information System Overview of the Organization

An Information System is a combination of people, processes, technology, data, and procedures that helps an organization collect, process, store, and distribute information.

In a business organization such as JMI Syringes & Medical Devices Ltd., information systems support different functional activities. Operational data generated from sales, inventory, procurement, finance, human resources, and other departments can be transformed into useful information for employees and management.

The general Information System environment can be presented as:



The effectiveness of this process depends on the accuracy, timeliness, relevance, security, and accessibility of information.

2.8 Information Systems Used in Different Departments

Different departments require different types of information to perform their responsibilities effectively. The organization's information management activities can broadly be understood through the following functional areas:

Department	Major Information Used
Finance & Accounts	Transaction records, financial statements, invoices, payment information
Sales & Marketing	Sales orders, customer information, sales performance, market information
Inventory/Store	Stock levels, receipts, issues, product movement
Procurement	Purchase requirements, supplier information, purchase orders
Production	Production schedules, material requirements, output information
Human Resources	Employee records, attendance, leave, payroll-related information
Management	Performance reports, operational summaries, financial and business information

Information generated by one department may also be required by another department. For example, sales information can be relevant to inventory planning, finance, production, and management.

Therefore, proper information sharing and coordination are important for efficient organizational performance.

2.9 SWOT Analysis

A SWOT analysis helps identify the organization's internal strengths and weaknesses as well as external opportunities and threats.

Strengths	Weaknesses
Experience in the medical device sector	Dependence on effective coordination among departments
Established business operations	Information gaps may occur between functional areas
Focus on medical and healthcare products	Some processes may still require manual documentation
Multiple functional departments	Limited access to some internal information systems
Importance of quality and reliability	Continuous technological improvement may be required

Opportunities	Threats
Growing demand for healthcare products	Increasing market competition
Expansion of digital business processes	Rapid technological changes
Greater use of data-driven decision-making	Cybersecurity and data protection risks
Development of advanced Information Systems	Changes in healthcare regulations and standards
Potential for process automation	Supply chain and raw material uncertainties

Overall, strengthening Information Systems can help the organization improve coordination, reduce information gaps, increase process efficiency, and support more effective decision-making.

CHAPTER–3
INTERNSHIPDUTIES & RESPONSIBILITIES

3.1 Internship Overview

The internship program provided an opportunity to gain practical experience in a professional organizational environment and to relate academic knowledge with real-life business activities. As a BBA student majoring in Management Information Systems (MIS), the internship at **JMI Syringes & Medical Devices Ltd.** provided valuable exposure to information management, documentation, communication, reporting, and organizational processes.

During the internship period, I observed how different departments perform their respective activities and how information is generated and communicated among employees. I also gained practical knowledge about the importance of maintaining accurate information for operational activities and managerial decision-making.

The internship was particularly useful in understanding the practical application of MIS concepts such as data processing, information flow, information sharing, reporting, and decision support.

3.2 Roles and Responsibilities

During the internship period, I was involved in various activities under the supervision of concerned personnel. The major responsibilities included:

- Assisting in maintaining and organizing business-related documents.
- Supporting data entry and data updating activities.
- Assisting in preparing and maintaining digital records.
- Observing departmental information flow and communication procedures.
- Assisting employees in routine office and administrative activities.
- Working with Microsoft Excel and other commonly used office applications.
- Assisting in preparing basic reports and summaries.
- Checking information and documents for completeness and consistency.
- Supporting the organization of files and records.
- Communicating with concerned employees regarding assigned tasks.
- Observing how information is used for operational and managerial purposes.
- Maintaining confidentiality while handling organizational information.

These responsibilities provided practical exposure to the importance of accuracy, efficiency, communication, and information management in a professional environment.

3.3 Departments Worked With

During the internship, I received exposure to activities associated with different functional areas of the organization. The departments and functions observed included:

- **Administration**

The administrative function supports the organization's day-to-day activities through documentation, communication, coordination, and office management.

- **Finance and Accounts**

The Finance and Accounts function deals with financial records, transaction-related information, documentation, reporting, and other accounting activities. Information accuracy is particularly important in this area because financial information is used for both operational and managerial purposes.

- **Human Resources**

The HR function manages employee-related information, documentation, attendance, leave, recruitment-related records, and other personnel activities.

- **Sales and Marketing**

Sales and marketing activities generate information related to customers, sales orders, product demand, sales performance, and market activities. Such information can be useful for planning and decision-making.

- **Store and Inventory**

The Store and Inventory function deals with stock-related information, including product receipts, issues, availability, and movement. Accurate inventory information is important for procurement, production, and sales planning.

- **Procurement and Supply Chain**

Procurement and supply chain activities involve information related to purchasing requirements, suppliers, materials, deliveries, and resource availability. Proper information flow helps maintain smooth operational activities.

3.4 Practical Experience with Information Systems

The internship provided practical exposure to the use of information and technology in organizational activities. I observed that employees depend on digital tools and information management practices for preparing documents, maintaining records, communicating with colleagues, and generating reports.

One of the important areas of practical learning was the use of Microsoft Excel for organizing, updating, calculating, and analyzing business information. Spreadsheet-based activities helped me understand how raw data can be converted into meaningful information.

I also observed the importance of maintaining proper documentation and ensuring that information is available to the appropriate employees when required. Information generated

in one department can be useful to another department, making information sharing an important part of organizational coordination.

The practical experience also demonstrated that Information Systems are closely connected with human activities. Technology alone cannot ensure effective information management unless employees follow proper procedures and maintain data accuracy.

3.5 Skills and Knowledge Gained

The internship helped me develop both technical and professional skills.

- **Technical Skills**
  - Microsoft Excel and spreadsheet management.
  - Data entry and data organization.
  - Basic data analysis and reporting.
  - Digital documentation.
  - File and record management.
  - Understanding of information flow.
  - Practical understanding of Management Information Systems.

- **Professional Skills**
  - Professional communication.
  - Teamwork and cooperation.
  - Time management.
  - Workplace discipline.
  - Problem-solving.
  - Attention to detail.
  - Professional behavior.
  - Confidentiality and responsibility.
  - Adaptability to a corporate environment.

The internship also improved my understanding of how theoretical MIS concepts are applied in real organizational situations.

CHAPTER–4
INFORMATION SYSTEM AND DECISION-MAKING PROCESS ANALYSIS

4.1 Information System Analysis

Information Systems play an important role in supporting the day-to-day activities of JMI Syringes & Medical Devices Ltd. Business activities generate a significant amount of information, which needs to be properly recorded, processed, stored, and communicated.
From an MIS perspective, the Information System environment can be analyzed through five major components:

- **People**

Employees, officers, executives, managers, and other authorized users are essential components of the Information System. They enter data, process information, prepare reports, monitor activities, and use information for decision-making.

- **Data**

Data may include sales information, inventory records, purchase information, employee information, financial transactions, production information, and customer-related records.

- **Procedures**

Organizational procedures determine how data are collected, verified, processed, approved, stored, and communicated.

- **Technology**

Computers, networking facilities, software applications, databases, communication tools, and other digital resources support the organization's information-related activities.

- **Information**

Processed data becomes useful information when it is relevant, accurate, timely, and understandable. Management can use such information to monitor performance and make decisions.

Thus, the effectiveness of an Information System depends not only on technology but also on people, data quality, organizational procedures, and proper management.

4.2 Types of Information Systems Used in the Organization

Different types of Information Systems can support different levels of organizational activities.

Transaction Processing System (TPS)

A Transaction Processing System supports routine and repetitive business transactions. Examples include sales transactions, purchase records, inventory movements, financial transactions, and employee-related records.

TPS helps maintain accurate records of daily business activities.

- **Management Information System (MIS)**

MIS converts operational data into structured reports that can assist managers in monitoring organizational performance. Managers can use summarized information to compare performance, identify problems, and take appropriate actions.

- **Decision Support System (DSS)**

A Decision Support System assists managers in analyzing information for semi-structured or complex decisions. For example, management may need information about sales trends, inventory conditions, costs, or operational performance before making business decisions.

- **Office Automation and Communication Systems**

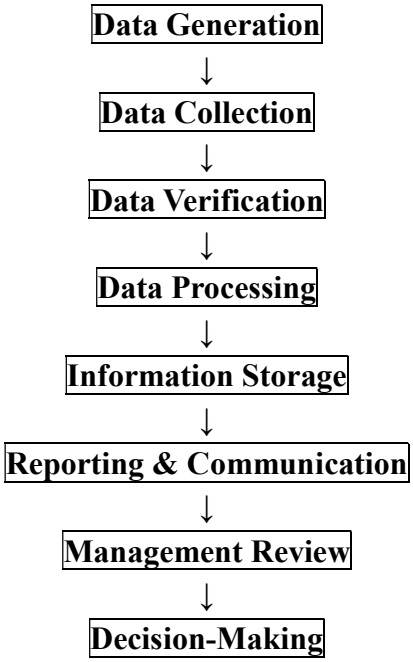
Office automation and communication tools support email communication, document preparation, spreadsheet-based analysis, reporting, file management, and internal communication.

These systems help employees share information efficiently and reduce unnecessary delays in organizational communication.

4.3 Information Flow and Management Process

Information flow refers to the movement of information from one organizational activity or department to another. Effective information flow is important because decisions are often dependent on information generated by different departments.

A simplified information flow can be represented as:



For example, sales-related information can be generated through customer orders and sales activities. The information may then be relevant to inventory management, finance, production planning, and management reporting.

Similarly, inventory information can help management understand stock availability and support procurement or production-related decisions.

Therefore, coordination between departments is essential for maintaining an effective information flow.

4.4 Decision-Making Process of the Organization

Decision-making is a continuous managerial activity. Managers require reliable information to identify problems, evaluate alternatives, and select appropriate courses of action.

The general decision-making process can be described through the following stages:

Step 1: Problem Identification
The first stage involves identifying an operational or managerial problem. Examples may include inventory shortages, changes in sales performance, procurement requirements, or operational inefficiencies.

Step 2: Information Collection
Relevant information is collected from different sources. The quality of the decision depends largely on the accuracy and relevance of the collected information.

Step 3: Analysis of Information
The collected information is analyzed to understand the situation and identify possible alternatives.

Step 4: Evaluation of Alternatives
Management evaluates the available alternatives based on organizational requirements, costs, benefits, risks, and expected outcomes.

Step 5: Decision Selection
After evaluating the alternatives, management selects the most appropriate option.

Step 6: Implementation
The selected decision is communicated to the relevant department or employees and implemented through organizational activities.

Step 7: Monitoring
After implementation, management monitors the results to determine whether the decision has achieved the desired outcome.
This process demonstrates the importance of accurate and timely information in organizational decision-making.

4.5 Role of Information System in Decision-Making

Information Systems support decision-making by providing managers with relevant and organized information.

Major roles include:

1. Providing Timely Information
Information Systems can help managers access information within a shorter period, supporting faster decisions.

2. Improving Information Accuracy
Properly maintained digital records can reduce errors associated with repetitive manual calculations and documentation.

3. Supporting Performance Monitoring
Managers can use reports to monitor sales, inventory, financial, production, or other operational performance.

4. Improving Coordination
Information sharing between departments helps different functional areas coordinate their activities.

5. Supporting Planning
Historical and current information can help management plan future activities and allocate organizational resources.

6. Identifying Problems
Reports and information analysis can help management identify unusual changes, shortages, delays, or performance gaps.

7. Supporting Strategic Decisions
Management can use summarized business information to evaluate trends and make longer-term decisions.

Therefore, Information Systems are not merely tools for storing data; they can serve as an important managerial resource for improving organizational decision-making.

4.6 Challenges and Improvement Opportunities

Although Information Systems provide significant benefits, organizations may face several challenges in managing information effectively.

Major Challenges

- **Data Accuracy:**
  Incorrect or incomplete data can reduce the reliability of management reports.

- **Information Security:**
  Business information needs to be protected from unauthorized access, loss, or misuse.

- **System Integration:**
  Information generated by different departments should be properly coordinated to minimize duplication and information gaps.

- **Employee Skills:**
  Employees need adequate digital and Information System skills to use organizational systems effectively.

- **Dependence on Technology:**
  Technical problems, network interruptions, or system downtime can affect business operations.

- **Data Management:**
  Large volumes of information require appropriate storage, organization, backup, and maintenance.

- **Improvement Opportunities**

The organization can strengthen its Information System environment through:

- Greater integration of departmental information systems.
- Increased use of automated reporting.
- Regular data backup and security procedures.
- Employee training on Information Systems and digital tools.
- Improved data validation and verification procedures.
- Greater use of dashboards and management reports.
- Stronger access control for sensitive organizational information.
- Regular evaluation and updating of Information System facilities.

Effective implementation of these improvements can help JMI Syringes & Medical Devices Ltd. enhance information quality, operational efficiency, and management decision-making.

CHAPTER–5
FINDINGS

5.1 Findings

Based on the internship experience, direct observation, discussions with relevant personnel, and analysis of the Information System and decision-making activities of **JMI Syringes & Medical Devices Ltd.**, several important findings were identified. The findings mainly focus on information management, departmental coordination, data accuracy, reporting, system usage, and the role of information in managerial decision-making.

- **Information Plays an Important Role in Daily Operations**

It was observed that information is an essential resource for performing the organization's day-to-day activities. Different departments require operational information to perform their respective responsibilities effectively. Sales, inventory, procurement, finance, human resources, administration, and other functions generate and use information regularly.
The availability of appropriate information helps employees perform their tasks more efficiently and enables departments to coordinate their activities.

- **Information Flow Supports Interdepartmental Coordination**

The internship experience indicated that different departments are interconnected through the exchange of information. Information generated by one department may be required by another department for completing related activities.
For example, sales-related information can be relevant to inventory and finance, while procurement-related information can support inventory and operational planning. Therefore, smooth information flow is important for maintaining coordination among departments.

- **Digital Tools Improve Operational Efficiency**

It was observed that digital tools, including spreadsheet applications and computer-based systems, are useful for organizing, updating, calculating, storing, and communicating business information.
The use of digital tools can reduce repetitive manual work, improve accessibility of information, and save time in preparing routine documents and reports.

- **Data Accuracy is Important for Effective Decision-Making**

The quality of managerial decisions depends significantly on the accuracy and reliability of available information. During the internship, it was understood that incorrect, incomplete, or outdated information may affect reporting and subsequently influence decision-making.
Therefore, proper data entry, verification, and updating are important components of effective information management.

- **Timely Information is Necessary for Management Reporting**

Management requires timely information to monitor organizational performance and respond to operational issues. Delays in collecting, processing, or communicating information may reduce the usefulness of that information for decision-making.
Timely reporting is therefore an important requirement for effective management.

- **Information Requirements Differ Among Departments**

Different departments require different types of information according to their functional responsibilities. Finance requires financial and transaction-related information, sales requires customer and sales information, inventory requires stock-related information, while HR requires employee-related information.

Although departmental information requirements differ, many of these information areas are interconnected.

- **Employee Skills Affect Information System Effectiveness**

Information Systems are dependent not only on technology but also on the employees who use them. Employees need appropriate knowledge and skills to enter data correctly, operate digital tools, prepare reports, and handle organizational information responsibly.

Therefore, employee capability is an important factor in achieving effective Information System utilization.

- **Information Security Requires Continuous Attention**

Organizational information may include financial, employee, customer, supplier, operational, and other business-related records. Such information should be protected against unauthorized access, accidental loss, misuse, and other security risks.

Maintaining appropriate access control, password practices, data backup, and employee awareness is therefore important.

- **Information Systems Support Business Planning and Decision-Making**

The internship analysis indicates that organized and reliable information can support management in evaluating business performance, identifying problems, planning activities, and selecting appropriate alternatives.

When current and historical information is available in an understandable form, managers can make decisions based on evidence rather than relying only on assumptions.

- **There is Scope for Further Digitalization and Automation**

The organization has opportunities to further improve its information management practices through increased automation, better system integration, digital reporting, improved data analysis, and more efficient information-sharing processes.

Further digitalization can help reduce manual activities, improve information accessibility, and strengthen the overall decision-making process.

CHAPTER–6
RECOMMENDATIONS AND CONCLUSION

6.1 Recommendations

- **Strengthen Information Management Practices**

the organization should continue strengthening its information management practices across different departments. Standard procedures for collecting, recording, updating, and storing information can help ensure that employees have access to the information required for their daily activities.A consistent information management approach can improve operational efficiency and reduce unnecessary duplication of work.

- **Improve Interdepartmental Information Sharing**

The organization should improve the flow of information among different departments. Clear communication procedures and appropriate digital information-sharing facilities can help ensure that relevant information reaches the concerned department without unnecessary delays.

Improved information sharing can enhance coordination among sales, inventory, procurement, finance, HR, and other functional areas.

- **Increase Digitalization and Automation**

Repetitive manual activities should be gradually reduced through greater use of digital tools and automation. Routine data entry, calculations, record maintenance, and report preparation can be automated where practical.

This can save time, reduce human errors, and allow employees to focus more on productive activities.

- **Strengthen Data Validation and Accuracy**

Proper data verification and validation procedures should be maintained. Employees should check important information before it is entered into or used by organizational systems.

Regular review of records can also help identify incomplete, duplicate, or outdated information. Improved data accuracy will contribute to more reliable reports and better management decisions.

- **Improve Timely Management Reporting**

The organization should focus on making important management reports more timely and accessible. Where possible, automated reporting systems or standardized reporting formats can be used to reduce the time required to prepare routine reports.

Timely information can help managers identify operational issues and take corrective action more quickly.

- **Develop Better Integration of Departmental Information**

Information systems and reporting processes should be better coordinated across departments. Where practical, common databases or integrated information platforms can be used to minimize information gaps and duplicate data entry.Better integration can provide management with a more complete view of organizational activities.

- **Provide Regular Training for Employees**

Regular training should be arranged to improve employees' knowledge of Information Systems and digital tools. Training can cover spreadsheet applications, data management, reporting, cybersecurity awareness, and proper use of organizational systems.

Skilled employees can utilize available technologies more effectively and maintain better data quality.

- **Strengthen Information Security Measures**

The organization should continuously strengthen its information security practices. Access to sensitive information should be provided only to authorized personnel according to their job responsibilities.

Regular data backup, strong password practices, access control, and employee awareness programs should also be maintained to minimize information security risks.

- **Promote Data-Driven Decision-Making**

Management should encourage greater use of reliable organizational data when making operational, tactical, and strategic decisions.

Management reports, performance indicators, historical data, sales information, inventory information, and other relevant business information can be analyzed to identify trends and evaluate alternatives before important decisions are made.

- **Expand Digital Transformation Opportunities**

The organization should explore further opportunities for digitalization and automation. Management may gradually introduce improved reporting systems, dashboards, data analytics, and integrated information platforms according to organizational requirements.

Such initiatives can improve efficiency, information accessibility, and the overall quality of decision-making.

6.2 Conclusion

Information Systems have become an important component of modern business organizations because they support the collection, processing, storage, communication, and utilization of information. The effectiveness of organizational decision-making largely depends on the availability of accurate, relevant, and timely information.

The internship at **JMI Syringes & Medical Devices Ltd.** provided valuable practical exposure to the relationship between Information Systems and organizational activities. Through observation and practical experience, it was possible to understand how information is generated and used by different departments and how information supports coordination, reporting, planning, and decision-making.

The findings of the report indicate that information plays an important role in the organization's daily operations. Digital tools contribute to operational efficiency, while accurate and timely information is essential for effective management reporting and decision-making. At the same time, opportunities exist to further improve interdepartmental information sharing, data accuracy, employee skills, information security, system integration, and digitalization.

The recommendations presented in this report have been developed directly from these findings. Strengthening information management, improving departmental coordination, increasing automation, ensuring data accuracy, enhancing information security, and promoting data-driven decision-making can contribute to improved organizational efficiency.

From an MIS perspective, the internship experience demonstrated that an Information System is not simply a technological tool. It is a combination of people, processes, data, and technology that works together to support organizational objectives. Effective use of these components can provide management with better information and help the organization make more informed decisions.

Overall, the internship was a valuable learning experience that enabled me to connect the theoretical knowledge gained from the BBA-MIS program with practical organizational activities. It enhanced my understanding of Information Systems, business processes, information management, and decision-making while also developing my professional and workplace skills.

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