

The Implementation of MIS in Banks of Tuzla Canton

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Management Information Systems (MIS) are playing an important role in the banking sector. Increasing speed and power of information and communication technologies and their innovative applications enable banks operating in developed economies to gain competitive advantage and enhance their customer satisfaction. The purpose of this study is to investigate the issue in the case of a transitional economy.

In particular, a survey study was conducted to audit the implementation of MIS in the banking sector of Canton Tuzla, Bosnia and Herzegovina. The data were collected from the employees who were users of MIS in major banks operating in Canton Tuzla. The collected data were analyzed using descriptive tests. The results revealed some interesting patterns. These findings and their implications are discussed in detail. In the end, some plausible directions are recommended for future research.

Keywords: Management Information Systems, Bosnia and Herzegovina, Bank