



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of Jkuat)

## *Faculty of Engineering and Technology*

### DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY  
(DICT 2K 9J/DICT 9J)  
YR III SEM I

**EIT 2304: MANAGEMENT INFORMATION SYSTEMS**

**END OF SEMESTER EXAMINATIONS**

**SERIES: AUGUST/SEPTEMBER 2011**

**TIME: 2 HOURS**

#### **Instructions to Candidates:**

This paper consist of **TWO** sections **A** and **B**

Answer question **ONE (COMPULSORY)** and any other **TWO** questions from the list of questions below

This paper consists of **THREE** printed pages

## **SECTION A COMPULSORY (30 MARKS)**

**Answer all Questions in this section**

- a) An understanding of nature of information is fundamental to the study of information systems. Using specific examples, you are required to:
- i) Feedback (1 marks)
  - ii) A project (2 marks)
  - iii) An information system (2 marks)
- b) Describe any **SIX** characteristics that will be present in information of high quality (6 marks)
- c) Differentiate between the following (4 marks)
- (i) DSS and ESS
  - (ii) TPS and KWS
- d) Identify and describe the **THREE** dimensions of information systems (6 marks)
- e) List and explain any **THREE** types of decisions (6 marks)
- f) List any two DSS components (3 marks)

## **SECTION B**

*This section consists of **FOUR** questions 20 marks each. Choose any two questions*

### **Question 1 (20 marks)**

- a) Information systems are vulnerable to abuse, fraud and many other dangers especially when they are linked to the internet, define information system security and name **FOUR** important functions Information security performs for an organization (10 marks)
- b) Describe any **FIVE** symptoms of a failing project (10 marks)

### **Question 2 (20 marks)**

- a) List and describe the information systems serving each of the major functional areas of a business (8 marks)
- b) List any **FOUR** attributes of projects (4 marks)
- c) Using a diagram describe the relationship between TPS, MIS, DSS and ESS. (8 marks)

### **Question 3 (20 marks)**

It is generally agreed that one of the key functions of management is decision making. You are required:

- a) To explain the stages involved in making a decision (5 marks)
- b) Explain any other **THREE** management functions (6 marks)

c) By use of a diagram, describe information systems activities (9 marks)

**Question 4 (20 marks)**

a) Explain a business process and give any **THREE** examples (5 marks)

b) What are the computer-based Information Systems elements (5 marks)

c) What features do all organizations have in common (10 marks)