



TECHNICAL UNIVERISTY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:
MASTERS OF BUSINESS ADMINISTRATION
(MBA)
EIT 5101: MANAGEMENT INFORMATION SYSTEMS

END OF SEMESTER EXAMINATION
SERIES: AUGUST 2013
TIME: 3 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consists of **FIVE** questions. Attempt any **FOUR** questions

Maximum marks for each part of a question are as shown

This paper consists of **THREE** printed pages

Question One

- a) With the aid of a diagram, explain management information system (MIS) (15 marks)
- b) Explain MIS functional support at different organizational levels (4 marks)

- c) Explain the impact of information technology in an organization's efficiency (6 marks)

Question Two

- a) Discuss the application of information technology in achieving organizational strategic advantage (7 marks)
- b) Explain the requirements necessary to support business intelligence (BI) and describe how it can be generated from an MIS (14 marks)
- c) Explain the levels that can benefit most from BI in an organization (4 marks)

Question Three

- a) Discuss the process of decision making (15 marks)
- b) Explain the structured/unstructured continuum in the management hierarchy (10 marks)

Question Four

Describe the following decision making models, giving TWO advantages and disadvantages for each:

- a) Delphi
- b) Nominal group technique
- c) Standard agenda (25 marks)

Question Five

- a) Explain the different methods of acquiring software for an MIS system (5 marks)
- b) Describe the implementation of MIS in the following areas:
(i) Marketing
(ii) Human resource (20 marks)