



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT

**EIT 4240: MANAGEMENT INFORMATION SYSTEMS**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: FEBRUARY 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

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**SECTION A (Compulsory)**

**QUESTION 1**

- a) Explain the following terms as used in MIS:
- i) Data
  - ii) Information
  - iii) System
  - iv) Knowledge management
  - v) D.S.S
- (5 marks)**
- b) State and explain problems that might be experienced in successful implementation and use of Management Information Systems. **(10 marks)**
- c) Discuss **FIVE** key elements of Just In Time (JIT) systems. **(10 marks)**

- d) Understandability is what transforms data into information. State and explain factors that affect understandability in MIS. **(5 marks)**

**SECTION B** (Answer any **TWO** questions)

**QUESTION 2**

- a) State and explain **FIVE** categories of information processing tasks in the hospitality industry. **(10 marks)**
- b) Discuss **FIVE** characteristics of a good MIS. **(10 marks)**

**QUESTION 3**

- a) Business firms invest heavily in information systems to achieve various strategic Business Objectives. **(10 marks)**
- b) Discuss why MIS looked upon as a strategic need of management today. **(10 marks)**

**QUESTION 4**

- a) Describe **FIVE** key concepts of the system theory used in the management. **(10 marks)**
- b) State and explain **FIVE** components of information system. **(10 marks)**

**QUESTION 5**

- a) Describe steps and stages to be followed while developing realistic MIS security policies and plans. **(10 marks)**
- b) Management Information Systems should facilitate decision making at all levels of management, each level requires information with different characteristics and with differing degrees of probability discuss the features of deterministic and probabilistic systems. Give a practical example of each type of system. **(10 marks)**