



**THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

*Faculty of Engineering & Technology*

**DEPARTMENT OF COMPUTER SCIENCE**

**DIPLOMA IN INFORMATION & COMMUNICATION  
TECHNOLOGY**

**END OF SEMESTER 2010 EXAMINATION**

**APRIL/MAY 2010 SERIES**

**MANAGEMENT INFORMATION SYSTEMS**

**TIME: 2 hours**

**INSTRUCTIONS TO CANDIDATES**

Answer **ALL** Question in Section **A**  
(Question **ONE** Compulsory) and any  
**TWO** Questions in Section B.

## **SECTION A (COMPULSORY)**

### **Question ONE**

- (a). Explain how the competitive forces and value chain models can be used to identify opportunities for strategic information systems. **(12 Marks)**
- (b). (i). Explain the meaning and importance of information systems maintenance.  
(ii). List and explain **FOUR** techniques of maintaining an information system. **(8 Marks)**
- (c). Analyze the role played by the **SIX** major types of information systems in organizations. **(10 Marks)**

## **SECTION B**

### **Question TWO**

- (a). (i). An information system project is said to have failed if it fails to meet the user's minimum requirements, or is implemented too late to be effective, or exceeds its development or operational budget by an unacceptable amount. List and explain **FIVE** reasons for project failure. **(10 Marks)**
- (b). Explain **FIVE** ways Project Management can reduce failure rate. **(10 Marks)**

### **Question THREE**

- (a). List and explain **FIVE** roles of information in organizations. **(10 Marks)**
- (b). Explain the following concepts:
- (i). Equifinality
  - (ii). Open system
  - (iii). Cybernetic system
  - (iv). Deterministic system
  - (v). Synergy
- (10 Marks)**

### **Question FOUR**

- (a). List and explain **FIVE** objectives information systems in organizations.  
**(10 Marks)**
- (b). Discuss **FIVE** issues and risks that the increased presence of computer brings.  
**(10 Marks)**

**Question FIVE**

- (a). Introduction of computers into the business is an act that should be considered with great concern, because it involves capital expenditure and should be cost effective. Discuss the various computer costs that a manager should budget before and after procuring computers in an organization.  
**(10 Marks)**
- (b). (i). There is usually fear that installing the computer into an organization might result in employee resisting change. List **FIVE** reasons why employee may resist the introduction to the new systems.  
**(5 Marks)**
- (ii). List **FIVE** techniques a manager can use to avoid resistance to change.  
**(5 Marks)**