



TECHNICAL UNIVERSITY OF MOMBASA

INSTITUTE OF COMPUTING AND INFORMATICS

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:

DPMM/DBM/DBA/DLMT/DSM/DHRM/DFOO

EIT 2204: MANAGEMENT INFORMATION SYSTEM

SPECIAL/ SUPPLEMENTARY EXAMINATION

SERIES: SEPTEMBER 2018

TIME: 2HOURS

DATE: 11Sep 2018

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

QUESTION ONE

(a) What is an information system? What are the various components of an information system?

(6 Marks)

(b) Differentiate between structured and unstructured decisions. Give examples of such decisions.

(4 Marks)

(c) Describe the relevance of the following to a Decision Support System (DSS):

(i) Specialized packages (2 Marks)

(ii) Query Languages (2 Marks)

(iii) Database Management System (2 Marks)

(d) Explain what Office Automation System and Knowledge Work System mean. (4 Marks)

(e) Identify five reasons that contribute to late completion and delivery of software. (5 Marks)

(f) Name five factors that are to be considered when acquiring hardware. (5 Marks)

QUESTION TWO

- (a) Discuss the various components of an information system. (5 marks)
- (b) Describe the three main levels of decision making within an organization, defining their characteristics and users. Outline the information characteristics for each level. (15 marks)

QUESTION THREE

- (a) Information systems should be designed and developed to enhance the efficiency and effectiveness of organizational processes. They should therefore be effective and efficient in their use. What factors affect the efficiency and effectiveness of information systems? (10 Marks)
- (b) What is an expert system? Discuss its components and the advantages of using an expert system. (10 Marks)

QUESTION FOUR

- (a) Briefly define what is a Management Information System. Discuss the various reports output by an MIS. (10 Marks)
- (b) Define office automation. What are the objectives of office automation? (10 marks)

QUESTION FIVE

- (a) List the characteristics of a good software design. (4 Marks)
- (b) Briefly describe three areas of feasibility study. (6 Marks)
- (c) Discuss the stages of the traditional system development life cycle (10mks)