



# TECHNICAL UNIVERSITY OF MOMBASA

## INSTITUTE OF COMPUTING AND INFORMATICS

### DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

#### UNIVERSITY EXAMINATION FOR:

#### DIPLOMA IN ICT

#### EIT 2204: MANAGEMENT INFORMATION SYSTEM

#### END OF SEMESTER EXAMINATION

**SERIES:**AUGUST2019

**TIME:**2HOURS

**DATE:**Pick Date Aug2019

#### 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.**

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#### Question ONE (20MARKS)

- a) Define the following: (10marks)
- Information
  - System
  - Information system
  - Management information system
  - Data
- b) Using a diagram explain the major component of a system (10marks)

#### Question TWO (20MARKS)

- a) Explain four types information systems (8marks)
- b) Describe the three management levels in organizations; discuss their various informational needs and responsibilities. Give examples (12marks)

Question **THREE (20MARKS)**

- a) Discuss five various desirable qualities of good information system. (10marks)
- b) As an ICT Officer with TUM, list four factors you should consider when purchasing a software for the university. (4marks)
- c) Explain three techniques of acquiring information systems to be used in management (6marks)

Question **FOUR (20MARKS)**

- a) Discuss four types of decisions made by managers in an organization (8marks)
- b) With the aid of a diagram, explain the levels of decision making in management (10marks)
- c) Define a strategy (2marks)

Question **FIVE (20MARKS)**

- a) With the aid of diagrams, explain the various components of a management information system (10marks)
- b) Explain five key functions of management according to Henry Fayol (10marks)