



# TECHNICAL UNIVERSITY OF MOMBASA

## *Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

### **EIT 4320: MANAGEMENT INFORMATION SYSTEM**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2014

**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) With the aid of a diagram, explain the concept of management information systems. **(10 marks)**
- b) Explain the rationale of managing information. **(10 marks)**
- c) How can organizations use Information Technology for strategic advantage? **(10 marks)**

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

##### **QUESTION 2**

Discuss the merits and demerits of using property management systems in hotels. **(20 marks)**

##### **QUESTION 3**

Explain any applications of Central Reservation Systems and Global Distribution Systems in Tourism. **(20 marks)**

**QUESTION 4**

a) Explain any **FIVE** types of telecommunication networks. **(10 marks)**

b) Discuss the risks involved in using Information Technology as a resource in an organization. **(10 marks)**