



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS AND OFFICE MANAGEMENT

BMG 4302: BUSINESS INFORMATION SYSTEMS

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: JULY 2025

TIME: 2HOURS

DATE: Jul2025

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) Explain the following types of business information systems and relate them to the types of decision support that they offer:

- i) Transaction Processing Systems (TPS).
- ii) Management Information Systems (MIS).
- iii) Executive Support Systems (ESS).

(6 marks)

b) Highlight how structured and unstructured decision-making differ across various levels of organizational management. Provide examples to illustrate these differences.

(6 marks)

c) Max owns a hardware store and is struggling to keep up with managing daily sales.

i) Suggest the type of retail system would be ideal for him to adopt. (4 marks)

ii) Explain three benefits would Max experience by implementing this system. (6 marks)

d) Explain the following terms.

i) Legacy system

ii) Data Warehouse

iii) Data mining

iv) Open source software

(8 marks)

Question TWO

a) Discuss four functions of a Decision Support System (DSS)

(10 marks)

b) Explain how business information systems support the sales and marketing functions within an organization.

(10 marks)

Question THREE

a) Explain five underlying reasons why information systems are vulnerable to abuse. (10 marks)

b) Summarize five guidelines that guarantee information security in an organization. (10 marks)

Question FOUR

a) X-TB Limited's management is considering outsourcing the development of all future Business Information System applications.

i) Explain FOUR benefits of outsourcing these services.

ii) State FOUR demerits of outsourcing these services.

(8 marks)

a) Explain SIX factors that should be considered when acquiring software.

(12 marks)

Question FIVE

a) Elaborate five activities that are carried out at the system analysis stage of system development.

(10 marks)

b) Explain five legal, social, and ethical issues raised by information systems. (10 marks)