



# TECHNICAL UNIVERSITY OF MOMBASA

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School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

## UNIVERSITY EXAMINATION FOR THE DEGREE OF: BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY MANAGEMENT (BTHMS23)

HHH4215: MANAGEMENT INFORMATION SYSTEMS

END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2024**

**TIME: 2 HOURS**

**DATE:** Pick Date Dec 2024

### 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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### **SECTION A (Answer all the questions)**

**30 POINTS**

#### **QUESTION ONE**

a) Define the following terms used in the Management Information Systems **(12 Marks)**

- i) Network
- ii) Software
- iii) Internet
- iv) World Wide Web
- v) Hardware
- vi) IT infrastructure

b) Explain Four reasons why a hospitality establishment should invest in information systems and technology.  
**(8 Marks)**

c) Giving examples, differentiate between the following **(10 Marks)**

- i) Information Systems and Information Technology
- ii) Data and Information

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

### **QUESTION TWO (20 Marks)**

a) Giving examples, explain the following Information Systems Security controls **(12 Marks)**

- i) Input controls
- ii) Processing controls
- iii) Output control

b) Explain Four ways in which IT Innovations are transforming business operations in the hospitality industry **(8 Marks)**

### **QUESTION THREE (20 Marks)**

a) Elaborate the Four tools and techniques that can be used to safeguard information resources **(8 Marks)**

b) Giving examples and applicability, briefly explain the following types of Management Information Systems **(12 Marks)**

- i) Transaction Processing Systems
- ii) Executive Support Systems
- iii) Office Automation Systems
- iv) Supply chain Management systems
- v) Customer Relations Management Systems
- vi) Knowledge Management Systems.

### **QUESTION FOUR (20 Marks)**

a) Explain Five basic components of computer system within an information System **(10 Marks)**

b) Explain Five basic functions that a PMS needs to perform **(10 Marks)**

### **QUESTION FIVE (20 Marks)**

a) Explain Five Impacts of Information systems on a hospitality organization **(10 Marks)**

b) Discuss Five key steps for business Process Management **(10 Marks)**