



TECHNICAL UNIVERSITY OF MOMBASA

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: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Giving examples, describe Five components of computer hardware **(5 Marks)**
- b) Briefly explain Five functions of Transaction processing within a Management information system **(10 Marks)**
- c) Explain Five information systems used in the hospitality industry **(10 Marks)**
- d) Explain Five Hazards (Exposures) to Information Systems **(5 Marks)**

SECTION B (Answer only TWO questions)

QUESTION TWO (20 Marks)

- a) Discuss Four Marketing Software which can be used by a Hotel. **(8 Marks)**
- b) Explain the Six components of IT Infrastructure **(12 Marks)**

QUESTION THREE (20 Marks)

- a) Explain Five General moral imperatives that guide professional conduct of MIS/IT personnel. **(10 Marks)**
- b) Highlighting the key Eras, explain the evolution of IT Infrastructure **(10 Marks)**

QUESTION FOUR (20 Marks)

- a) Give Five reasons why Hotels and Restaurant outlets invest in information systems. **(10 Marks)**
- b) Describe Five essential characteristics of an effective management information system **(10 Marks)**

QUESTION FIVE (20 Marks)

- a) Explain the FIVE key specifications that a new Information Systems design should have **(10 Marks)**
- 5b) Using Michael Porter's model (Competitive forces/strategies), explain how Information system can be used for competitive advantage **(10 Marks)**