



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN PROCUREMENT AND MATERIALS MANAGEMENT

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

DIPLOMA IN BUSINESS MANAGEMENT

## **EIT 2205: MANAGEMENT INFORMATION SYSTEM**

END OF SEMESTER EXAMINATIONS

**SERIES:** AUGUST 2013

**TIME:** 2 HOURS

### INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.

***This paper consists of Two printed pages.***

### **QUESTION 1 (Compulsory)**

- a) Define the following terms as used in Information systems: **(8marks)**
- i) MIS
  - ii) DBMS
  - iii) Computer peripherals
  - iv) Information.
- b) What are customer relationship management systems? How do they benefit the business? **(8marks)**
- c) Describe the relationship between TPS, MIS and ESS **(6marks)**
- d) Identify and describe the three levels of the organizational hierarchy. Which types of information systems service each level? **(8marks)**

### **QUESTION 2**

- a) List and briefly describe any three types of Information systems in an organisation **(15marks)**
- b) Describe any five characteristics of effective information **(5marks)**

### **QUESTION 3**

- a) What are the key management challenges involved in building, operating and maintaining information systems today. **(15marks)**
- b) What are the organizational, management and technology dimensions of Information systems **(5marks)**

### **QUESTION 4**

- c) Briefly describe the job of the system Analyst and list some of the tasks that a system analyst might carry out. **(10marks)**
- b) List and describe four reasons why information systems are so important for business **(10marks)**

### **QUESTION 5**

- a) What are the negative issues associated with acquiring/buying in standard packaged software or 'off-the-shelf' software? **(10marks)**
- b) Describe the capabilities of a digital firm. Why are the digital firms so powerful? **(10marks)**