



TECHNICAL UNIVERISTRY OF MOMBASA

# Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR DEGREE IN:  
BACHELOR OF SCIENCE IN DEVELOPMENT STUDIES  
(BSDS 14S – Y2 S1)

**EIT 4210: MANAGEMENT INFORMATION SYSTEMS**

END OF SEMESTER EXAMINATION  
**SERIES: DECEMBER 2014**  
**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

This paper consists of **FIVE** questions. Attempt question **ONE (Compulsory)** and any other **TWO** questions  
Maximum marks for each part of a question are as shown

This paper consists of **TWO** printed pages

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**Question One (Compulsory)**

- a) Define the term information systems from both a technical and a business perspective **(4 marks)**
- b) A good information system is likely to produce information that carries certain features. Highlight Four such features. **(4 marks)**
- c) Briefly describe using a diagram the **THREE** basic components of a DSS **(8 marks)**
- d) Describe how managers make decisions in organizations **(6 marks)**
- e) Strategic information system is a computer system at any level of the organization that change goals, operations, products, services or environmental relationships to help the organization gain a

competitive advantage. Explain FOUR ways that will help Technical University of Mombasa to gain competitive advantage **(8 marks)**

### **Question Two**

- a) The environment of business has changed from the traditional environment where management processes are treated as a face-to-face, personal art and not a far-flung, global coordination process. Information itself was not treated as an important assets for a firm. But today, most of the organization recognizes the importance of information. Explain THREE main factors that contributed to the recognition of the importance of information today to any organization **(6 marks)**
- b) Explain the FOUR principal causes of information system failures **(8 marks)**
- c) Highlight SIX characteristics of MIS **(6 marks)**

### **Question Three**

- a) Identify FIVE major management challenges to building and using information systems in organization **(10 marks)**
- b) Explain how information systems are transforming organizations and management **(10 marks)**

### **Question Four**

- a) Analyze the role played by the SIX major types of information systems in organizations and their relationships to each other **(12 marks)**
- b) Explain FOUR ways company can use information systems to achieve or contribute to total quality management **(8 marks)**

### **Question Five**

- a) Explain FOUR stages of Decision Making as described by Simon (1960) **(8 marks)**
- b) Define the term ethic **(2 marks)**
- c) When confronted with a situation that seems to present ethical issues, explain how would analyze it **(10 marks)**