TECHNICAL UNIVERISTY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

UNIVERSITY EXAMINATION FOR:
BACHELOR OF SCIENCE IN DEVELOPMENT STUDIES
(BSDS M13)

EIT 4120: MANAGEMENT INFORMATION SYSTEMS

END OF SEMESTER EXAMINATION
SERIES: AUGUST 2013
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** and any other **TWO** questions
Maximum marks for each part of a question are as shown
This paper consists of **TWO** printed pages

Question One (Compulsory)

a) Define the term management information systems. **(2 marks)**

b) Describe **FOUR** typical activities of information system **(5 marks)**

c) Explain how the use of information system leads to improved business opportunities. **(4 marks)**

d) Explain how information system provides competitive advantage. **(3 marks)**

e) Outline **THREE** management challenges of information systems **(3 marks)**

f) Suggest solutions for the challenges in e **(3 marks)**

g) State **FIVE** moral dimensions of information age **(5 marks)**

h) Define the term business intelligence and identify **THREE** tools used. **(5 marks)**

Question Two

a) Differentiate between a system developer and a system Analyst.
   (2 marks)

b) Outline the information system hierarchy of authority in organizations **(5 marks)**

c) Describe the technology requirement of information systems **(4 marks)**

d) Describe how cookies identify web visitors **(4 marks)**

e) Describe how IT makes the value chain model to have a competitive advantage **(5 marks)**

Question Three

a) Distinguish between the functionalities of human resource and a financial accounting system
   (2 marks)

b) Describe **THREE** categories of information system **(6 marks)**

c) Identify the type of information system for each category above **(3 marks)**

d) Compare the type of transaction between Management Information System (MISs), Decision Support System (DSSs) and Executive Support System (ESS) **(9 marks)**

Question Four

Implementation of Information System can produce a great impact on organizations and business firms in Kenya. Discuss **(20 marks)**

Question Five

a) State **FIVE** factors to consider when planning a new Information System for an organization
   (5 marks)

b) Describe **THREE** IS/IT business level strategies defines the value chain model **(3 marks)**

c) Outline **FOUR** functional business process **(4 marks)**

d) Differentiate between data warehousing and data mining **(3 marks)**

e) Identify **FIVE** components of data warehouse **(5 marks)**