



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN INFORMATION TECHNOLOGY

DIT 210: MANAGEMENT INFORMATION SYSTEMS

DATE: 19/10/2020

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer question ONE and any other TWO questions.

QUESTION ONE (30 MARKS)

- a) Describe a management information system. (4 marks)
- b) Define the following terms in the context of information systems.
 - i. Social-technical system. (4 marks)
 - ii. Decision making. (4 marks)
- c) Describe five reasons why information systems are so important for business today. (10 marks)
- d) Explain four reasons why you think most information systems projects fail. (8 marks)

QUESTION TWO (20 MARKS)

- a) Describe what a socio-technical systems perspective is. (4 marks)
- b) Explain why eliciting support of management and end users is so essential for successful implementation of information systems projects. (8 marks)
- c) Explain four reasons why information systems are so essential for running and managing an enterprise (8 marks)

QUESTION THREE (20 MARKS)

- a) Explain how management information systems are transforming businesses. (8 marks)
- b) Explain why builders of new information systems need to address implementation and change management. (4 marks)

- c) Describe the relationships amongst the following information systems. (8 marks)
- i. TPS
 - ii. MIS
 - iii. DSS
 - iv. ESS

QUESTION FOUR (20 MARKS)

- a) Explain how information systems serve the various levels of management in a business. (12 marks)
- b) Discuss four ways in which an information system improves organizational performance. (8 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the role of a management information system in an organization. (8 marks)
- b) Describe the major characteristics of the following information systems. (12 marks)
- i. TPS
 - ii. MIS
 - iii. DSS
 - iv. ESS.