



MACHAKOS UNIVERSITY

University Examinations for 2021/2022

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FOURTH YEARSEMESTER EXAMINATIONS FOR

BACHELOR OF SCIENCE (.....)

BMS 400: MANAGEMENT INFORMATION SYSTEMS

DATE:

TIME:

INSTRUCTIONS: Answer Question ONE and other TWO Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Describe three classes of information that can be valued by an organization (3 marks)
- b) Decision making has been enhanced largely through the use of management information systems in modern organization where they provide high value information that managers use effectively to reach strategic and day to day decisions. What are the levels of decision making that make these systems so popular to their users? (4 marks)
- c) Discuss the major components of an information system (4 marks)
- d) From time to time organizations will be required to replace their existing systems with new systems as part of their effort to remain competitive, because the world around them is rapidly changing and innovation is key if they have to maintain a competitive edge. Describe the benefits that could lead to the replacement of old systems (5 marks)
- e) Explain the implications of knowledge management systems to the society (5 marks)
- f) The primary goal of Customer Relationship Management is to improve its long term growth and profitably through a better understanding of customer behaviour. Briefly explain its services (5 marks)
- g) Business intelligence systems are a special kind of information systems and should not be confused with Management Information Systems. Explain (4 marks)

QUESTION TWO (20 MARKS)

E-business has provided the means for integrating systems across the organization as a result; vendors have created several technologies that facilitate integration.

- a) Demonstrate your understanding of Enterprise Resource Planning Systems (6 marks)
- b) Highlight the benefits of ERP systems (8 marks)
- c) Describe the skills of an information system manager (6 marks)

QUESTION THREE (20 MARKS)

- a) Information must flow in different directions to support the different information needs of management. Construct a hierarchy to show the level of management having different information needs. (8 marks)
- b) Institutional factors are internal to the organization and they influence the adoption and design of information systems. Discuss why information systems are key components in modern organizations (4 marks)
- c) Executive support systems are intended to be used by the senior managers directly to provide support to non-programmed decisions in strategic management. Describe the advantages for these systems (8 marks)

QUESTION FOUR (20 MARKS)

- a) With the advancement in technology and continued use of information systems, ethical issues are bound to arise. A manager of an IT firm is in an ethical dilemma. Elaborate to him the best approach to analyze the situation (8 marks)
- b) The aim of information system security is to protect both information and information systems from harm or unauthorized access. Enumerate the core principles of information security (4 marks)
- c) Virus attacks in computers have become rampant as more viruses are created and infected to computers without the awareness of users. Elaborate on the various security risks that organization are vulnerable to (8 marks)

QUESTION FIVE (20 MARKS)

Corporate scandals have become so rampant in recent times and as result organizations have been forced to implement strong internal controls into their transaction based systems. The Kenyan

government for instance has had to put up with the runaway corruption scandals in government ministries.

- a) Elaborate on the features of transaction based systems (5 marks)
- b) Describe the steps of processing the transaction in the government using a TPS (7 marks)
- c) Enumerate the advantages of having accounting information systems in place to the ministry of finance in an attempt to help them arrest the matter (8 marks)