



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

**SECOND SEMESTER EXAMINATION FOR DEGREE IN
BACHELOR OF COMMERCE**

BMS 400: MANAGEMENT INFORMATION SYSTEMS

Date: 11/8/2016

Time: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE

- a) Describe the following terms using appropriate examples. (6 marks)
 - i) Customer Relationship Management (CRM)
 - ii) Information Systems (IS):
 - iii) Supply Chain Management (SCM)
- b) State four reasons of using Information technology in business processes: (2 marks)
- c) Differentiate between efficiency and effectiveness as used in information systems. (2 marks)
- d) Management is both an Art and Science. Justify this statement, give examples. (6 marks)
- e) Discuss managerial challenges of information technology (6 marks)
- f) Explain the characteristics of a good Information system (6 marks)

- g) Explain how the information systems improve the efficiency in business organizations? (2 marks)

QUESTION TWO

- a) Define the term E-commerce as used in business organizations and explain THREE benefits of conducting business on ecommerce. (4 marks)
- b) Explain four advantages of using DBMS over traditional databases. (8 marks)
- c) Using examples, describe four different types of information systems in an organization (8 marks)

QUESTION THREE

- a) Differentiate between intranet and extranet, give an example in each case. (3 marks)
- b) Briefly explain the following terms:
- i) Stockholder Theory (2 marks)
 - ii) Stakeholder Theory (2 marks)
- c) Explain the benefits of the SWOT analysis in business enterprise? (5 marks)
- d) Explain any THREE functions of management (3 marks)
- e) Where are knowledge work systems used in an organization and what components involved in creating a complete KWS (5 marks)

QUESTION FOUR

- a) Explain TWO ways in which Information Systems have gone along way into flattening organization (2 marks)
- b) Explain four benefits of ERPs in organization (8 marks)
- c) Explain briefly the FOUR system conversion strategies highlighting their benefits and limitations (6 marks)
- d) How do TPS differ from ESS in any organization (4 marks)

QUESTION FIVE

- a) Explain three threats to information system in an organization (6 marks)
- b) Management support systems focus on providing information and support for effective decision making by managers. Briefly discuss the roles played by those types of information systems (6 marks)
- c) An organization is a formal social units devoted to the attainment of specific goals. Briefly explain the four common forms of organizational structure. (4 marks)
- d) What do you understand by outsourcing? Explain briefly. (2 marks)
- e) The effectiveness of any management information systems is dependent on its objectives. Highlight the Objectives of any MIS. (2 marks)