



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FOURTH YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF SCIENCE (COMPUTER SCIENCE)

BACHELOR OF COMMERCE

SCO 408: INFORMATION SYSTEMS MANAGEMENT

BMS 400: MANAGEMENT INFORMATION SYSTEMS

DATE: 18/1/2021

TIME: 2:00 – 4:00 AM

INSTRUCTION: Answer Question ONE and any other TWO Question

Question One [Compulsory, 30 Marks]

- a) Today's businesses are e-managed and most of them have adopted data visualization as a tool to predict future trends in business. You as a manager of your family business discuss the pros and cons of such developments in the business today. (10 marks)
- b) Both decision making and employee performance are key elements in the success of businesses. Discuss how the two elements can be linked together to benefit the business organization. (5 marks)
- c) Information has greater value to decision maker if it is available when needed. Discuss. (5 marks)
- d) The software is one of the major components of a management information system. Its always recommended to have custom made software to suit each particular business objective. Explain the FIVE methodologies that are used to develop custom made software. (10 marks)

QUESTION TWO [OPTIONAL, 20 MARKS]

- a) Most businesses use support systems on their day to day transactions. Every level of management has access to different modules of the system used. You are the IT officer and you want to grant access rights to all the users of the system.
- (i) Group the users into FOUR levels as per the pyramid model of management. (4 marks)
- (ii) Describe the user-roles that you will grant to each of the four groups. (8 marks)
- b) You are an instructor in MIS for fourth year class in Machakos University. You have been assigned the duty to look for specific places where the students can go educational trip especially to learn more about MIS.
- (i) Mention TWO companies that you would like your students to visit. (2 marks)
- (ii) Tell us why you have chosen them. (6 marks)

QUESTION THREE [OPTIONAL, 20 MARKS]

- a) Some of the limits on human as information processor should be directly addressed in system design. Discuss. (8 Marks)
- b) You have been invited to a conference to speak about information techniques in business today. The participants are mainly pastoralists from North Eastern part of Kenya. Discuss FOUR major points of advantages that you will not miss to highlight in your presentation. (8 Marks)
- c) You have been invited for an interview and the major task given to you is to come up with a proposal for design and implementation of a decision support system in the company. What will be your objectives? (4 Marks)

QUESTION FOUR [OPTIONAL, 20 MARKS]

- a) You have now graduated and been employed as a manager of an e commerce business. You have held a meeting with the ICT staff and they are proposing decoupling of the systems in the organization.
- (i) Would you accept or reject the decoupling proposal? (2 Marks)
- (ii) Explain FOUR reasons for your action (8 Marks)
- b) In a business model, decision making is one of the key instruments for success. To come up with a successful solution, the decision maker should follow certain steps while making decisions. Name and explain the FOUR phases of decision making process (10 Marks)

QUESTION FIVE [OPTIONAL, 20 MARKS]

- a) A good user interface is one that is user friendly and one that has error control. You are tasked to procure a management information system (MIS) that will be acceptable to all the staff beginning top to bottom. Describe some of the features that you will look for while procuring the system? (8 Marks)
- b) You have been employed as a manager in certain organization. For you to succeed as one of the best managers, you need a team of employees who are high performers in their specific capacities. Write a memo to the director describing what kind of training that should be administered to your staff depending on their level according to the three layered pyramid of management. (6 Marks)
- c) Describe THREE software and hardware requirements that you will recommend to be procured for you to achieve your goal as a top performing manager. (6 Marks)

