



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya.

Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411

Fax: 064-30321

Website: www.mucst.ac.ke Email: info@mucst.ac.ke

University Examinations 2012/2013

THIRD YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
BUSINESS INFORMATION TECHNOLOGY

BBT 2204: MANAGEMENT INFORMATION SYSTEMS

DATE: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE – 30 MARKS

- Explain who a manager is and his/her three roles. (6 Marks)
- Distinguish between “data” and “information”. (2 Marks)
- Differentiate between open and closed systems. (2 Marks)
- Explain six characteristics of relevant information for a manager. (6 Marks)
- Explain any four threats to information system in an organization. (4 Marks)
- Discuss five most common features of organizations that are relevant to information systems. (5 Marks)
- What are the five moral dimensions of the information age? (5 Marks)

QUESTION TWO – 20 MARKS

- A micro finance institution is in the process of designing an ICT strategy. Advise them on five strategic roles of an MIS in the organization operations? (5 Marks)
- Describe the different types of decisions made in an organization. (5 Marks)
- Replacing a manual system by computerized system can have certain negative consequences to an organization. Discuss five different examples of these unwelcome consequences at least 3 of which should be social and at least two economical. (10 Marks)

QUESTION THREE – 20 MARKS

- Analyse the advantages of having effective information management in a supply chain of a car importing company. (10 Marks)
- Assess the impact of internet competitive forces in the banking industry in Kenya. (10 Marks)

QUESTION FOUR – 20 MARKS

- a. Critically evaluate the stages of Decision Making. (4 Marks)
- b. Critically assess the four powerful worldwide changes that have altered the business environment in Kenya. (8 Marks)
- c. Discuss four software considerations for an organisation when implementing information systems. (8 Marks)

QUESTION FIVE – 20 MARKS

- a. Identify at least five principle goals of disaster recovery planning. (5 Marks)
- b. The architectural components of any Information Systems can be classified into input, processing and output. Identify these for a DSS. (3 Marks)
- c. Different levels of management need different forms of information. Listing the four levels of management, discuss the types of systems and information required. (12 Marks)