



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2011/2012

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

BBT 2204: MANAGEMENT INFORMATION SYSTEM

DATE: DECEMBER 2011

TIME: 2 HOURS

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

QUESTION ONE – (30 MARKS)

- a) Differentiate between the following:
 - a. Expert system and executive support system (2 marks)
 - b. Transaction processing and office automation system (2 marks)
 - c. Decision support system and MIS (2 marks)
- b) Describe the roles of a manager as stipulated by Henri Fayol (10 marks)
- c) Discuss the ethical issues surrounding information systems (9 marks)
- d) Briefly explain the implications of outsourcing computer operations function of Information Systems (5 marks)

QUESTION TWO (20 MARKS)

- a) Describe four reasons why strategic information systems are difficult to build and maintain (10 marks)
- b) Describe five key areas where organizations can use information systems to enhance quality in their operations, products and services (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the basic models of an organization structure (10 marks)
- b) Briefly explain five ways in which companies can gain a competitive edge with information systems (10 marks)

QUESTION FOUR (20 MARKS)

- a) Management Information systems can be developed in-house or generic Software purchased, discuss two advantages and disadvantages of each (8 marks)
- b) Describe some typical decisions that staff at each levels (strategic, Management, knowledge and operational) might be involved in making in Any organization today. (12 marks)

QUESTION FIVE (20 MARKS)

- a) Define decision support systems and explain how its different from a management information system (4 marks)
- b) Describe the four core capabilities which characterize all DSS (12 marks)