



**MERU UNIVERSITY
OF SCIENCE & TECHNOLOGY**

P.O. Box 972-60200 Meru-Kenya
Tel: 020-2092048, 020-2069349, 061-23092, 064-30320 Cell Phone: +254 712524293, +254 769151411
+254 725 330826, +254 752 839270, +254 736 229094, 254 725 330827
Website: www.must.ac.ke Email: info@must.ac.ke Fax: 064-30321

University Examinations 2012/2013

**SECOND YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
SCIENCE IN COMPUTER TECHNOLOGY**

BCT 2119: MANAGEMENT INFORMATION SYSTEMS

DATE: AUGUST 2013

TIME: 2 HOURS

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

QUESTION ONE – 30 MARKS

- a. Describe the activities that convert data to usable information in an information system. (4 Marks)
- b. Differentiate between the following terms:
 - i. Data warehouse and a data mart. (2 Marks)
 - ii. E-commerce and E-business (2 Marks)
- c. Describe four benefits of a data warehouse. (4 Marks)
- d. Explain three points why computer ethics is important to an organization. (6 Marks)
- e. Explain four characteristics of structured decisions. (4 Marks)
- f. Describe the term outsourcing. (1 Mark)
- g. Explain two advantages and two disadvantages to the organization of outsourcing information technology solutions. (4 Marks)
- h. Describe the relationship between information systems and organizations. (3 Marks)

QUESTION TWO – 20 MARKS

- a. Using an appropriate diagram analyze the role played by the six major types of information systems in organizations. (12 Marks)
- b. Describe the relationship of the information systems to each other. (2 Marks)
- c. State and explain three moral dimensions of an information society. (6 Marks)

QUESTION THREE – 20 MARKS

- a. Describe how the competitive forces model can be used to identify opportunities for strategic information systems. (10 Marks)
- b. Explain why strategic information systems are difficult to build and to sustain. (5 Marks)
- c. Describe how organization can use information systems to enhance quality in their operations, product and services. (5 Marks)

QUESTION FOUR – 20 MARKS

Implementing enterprise networking and new information technology infrastructure as created problems as well as opportunities for organizations.

- a. Describe four challenges posed by the new information technology infrastructure. (8 Marks)
- b. Explain how manager can deal with the challenges identified above. (4 Marks)
- c. Discuss the typical activities that MIS can handle with relation to human resource business function in an organization. (8 Marks)

QUESTION FIVE – 20 MARKS

- a. With appropriate examples, explain why telecommunications are important to business success. (8 Marks)
- b. Define a computer system and explain the role that a computer system plays in organizational effectiveness. (8 Marks)
- c. Describe four steps in information security management. (4 Marks)