MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

SECOND YEAR FIRST SEMESTER EXAMINATIONS FOR THE DIPLOMA IN BUSINESS ADMINISTRATION (HOMA BAY CAMPUS)

ADB 0103: MANAGEMENT INFORMATION SYSTEMS

Date: 28th July, 2013   *Time: 2.00 – 4.00pm*

INSTRUCTIONS:

- ◆ Answer QUESTION ONE and any other TWO questions.
- ◆ Marks allocated are shown at the end of each question.
- ◆ Neatness is vital.

QUESTION ONE

a) List any *four* problems of traditional file based approach that has greatly encouraged adoption of computerized filing approach. **(4 marks)**

b) (i) Discuss any *four* main characteristics or essential features of a system. **(8 marks)**

(ii) Explain how an individual can ensure that passwords guarding certain organizational network links and e-mail addresses can be enhanced for proper security measures. **(6 marks)**

c) Citing relevant examples, discuss how information systems can be used in improving sales functions of an organization. **(6 marks)**

d) Using a neat diagram, describe how a *bus network topology* looks like, and hence list both the advantages and disadvantages **(6 marks)**

QUESTION TWO

a) Define *feasibility study* with respect to systems development. **(4 marks)**

b) Implementation of a new system can take various forms and approaches. Citing relevant examples where necessary, discuss the four main approaches. **(12marks)**

c) Explain what is involved in the maintenance of a system. **(4marks)**

QUESTION THREE

a) Differentiate between; **(4 marks)**

    i.   Operating systems, and

    ii.   Utility Systems

b) Briefly describe any *five* functions of operating systems in computers.
(16marks)

QUESTION FOUR

a) Give any four roles played by Management Information Systems (MIS) in any given organization. **(8 marks)**

b) Discuss how management Information Systems may be helpful to the *three* levels of management. **(12marks)**

QUESTION FIVE

    i.   Computer crime has become a great challenge to many stakeholders in ICT sector; discuss any five control measures that can be taken to curb this challenge. **(20 marks)**