

Name: _____ Index No: _____

2920/302
MANAGEMENT INFORMATION SYSTEMS
July 2015
Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE 1

MANAGEMENT INFORMATION SYSTEMS

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.
Sign and write the date of examination in the spaces provided above.
Answer any FIVE of the EIGHT questions in this paper in the spaces provided.
Candidates should answer the questions in English.

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Questions	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

This paper consist of 16 printed pages.

Candidates should check the questions paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) Distinguish between *technical approach* and *social-technical approach* as used in management information systems. (4 marks)

- (b) During a management information systems lesson Mr. Kibe discussed different ways in which decision support systems support managers. Explain **three** such ways that could have been mentioned. (6 marks)



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- (c) Explain **three** reasons that would cause an organization adopt cloud-computing technology in its operations. (6 marks)

(d) Distinguish between *structured* and *unstructured* decisions as applied in management. (4 marks)

2. (a) Outline **four** benefits of group decision support systems (GDSS). (4 marks)

(b) Lynn chose to use the *direct procurement method* to purchase a management information system. Explain **three** reasons that could have influenced her choice. (6 marks)

(b) Describe each of the following types of information systems:

(i) office automation system;

(2 marks)

(ii) executive support system.

(2 marks)

(c) Theca Company intends to purchase a *real time transaction process system* for its operations. Explain **three** features that they should consider in the selection. (6 marks)



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8. (a) Jane, has advised the managers for Rubio Company to purchase a *tailor made* information system. Explain **three** reasons for her advice. (6 marks)

- (b) Ruby has been presented with the following features of an information system. Use it to answer the questions that follow.

- Access to internal and external data.
- What-if analysis
- Ad hoc queries
- Drill down
- Project tracking
- Colour business graphics
- Network connections, e-mail access
- High security

- (i) Identify the information system described above; (1 mark)

- (ii) Identify the level in management where it is applied; (1 mark)

(iii) Outline two functions of this system to an organization.

(2 marks)

(c) Jota Supermarket has installed an enterprise resource planning system (ERP) for its operation. Explain **three** benefits of this system to the supermarket.

(4 marks)



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(d) Jack Company has incorporated artificial intelligence systems in its operations. Explain **three** benefits of this system to the company.

(6 marks)
