



# MASENO UNIVERSITY

## UNIVERSITY EXAMINATIONS 2012/2013

### FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION (HOMA BAY CAMPUS)

#### MBA 801: MANAGEMENT INFORMATION SYSTEMS

*Date: 28<sup>th</sup> July, 2013*

*Time: 2.00 – 5.00 p.m.*

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#### INSTRUCTIONS:

- ◆ Answer ANY THREE questions .
- ◆ All questions carry equal marks.

QUESTION ONE

- (a) Explain the role of Information Systems in Business Organizations. [5 marks]
- (b) Elucidate on various ways of classifying systems [8 marks]
- (c) (i) What is problem solving process? [2 marks]
- (ii) Describe the elements involved in problem solving process (5 marks)

QUESTION TWO

- (a) Explain the benefits that accrue from planning for a project [ 5 marks ]
- (b) Describe the steps followed in the analysis, design and Implementation Phases of SDLC. [15 marks]

QUESTION THREE

- (a) Distinguish between Intrinsic and Extrinsic factors of motivation theory [5 marks]
- (b) Briefly describe why employees resist change at various management levels. [10 marks]

QUESTION FOUR

- a) Give a brief explanation of the following types of software;
- (i) Operating System [2 marks]
- (ii) System utilities [2 marks]
- (iii) Application packages [2 marks]
- (iv) Programming languages [2 marks]
- (b)(i) What is a Central Processing Unit? [2 marks]
- (ii) Describe with a diagram how a CPU operates [8 marks]

QUESTION FIVE

- (a)(i) What are Decision Support Systems? [3 marks]
- (ii) Discuss the role of DSS in the organization. [7 marks]
- (b)(i) Explain the meaning of Internet concept. [2 marks]
- (ii) Point out opportunities and challenges related with a networked environment [8 marks]