

**MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

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**University Examinations 2015/2016**

SECOND YEAR, SECOND SEMESTER EXAMINATION FOR MASTER OF BUSINESS ADMINISTRATION

**CIT 4117: MANAGEMENT INFORMATION SYSTEMS**

**DATE: NOVEMBER, 2015 TIME:** $3$ **HOURS**

**INSTRUCTIONS: Answer 4 questions in total questions one and any other three**

**QUESTION ONE (27 MARKS)**

1. Explain the difference between problem solving and decision making. ( 4 Marks)
2. Explain four reasons why one should study the Information systems and Information Technology. (4 Marks)
3. Discus two ways to process transactions . (4 Marks)
4. Briefly explain how corporate buyers choose Personal Computers. (4 Marks)
5. A manager in finance function obtains a PC and Lotus, learns how to use them by using the tutorials, and produces the firm’s monthly income statement. Is this an example of End User Computing? Explain your answer (4 Marks)
6. Identify and give examples of the components and functions of a computer system. (7 Marks)

**QUESTION TWO (11 MARKS)**

1. During an interview, a CIO expressed the belief that a sustainable competitive advantage can be achieved by reducing operation costs of the firm. Explain, giving advantages and disadvantages. (4 Marks)
2. Briefly explain the computer systems storage fundamentals. (4 Marks)
3. Describe how online analytical processing can meet key information needs of managers. (3 Marks)

**QUESTION THREE (11 MARKS)**

Mr. John Smith would like to start a business in Meru town. He has considered various available options and at last he has considered operating a cyber café business. He is not well informed on this, and has been referred to you for a solution.

As an expert in this field, please outline the following in getting a solution for this kind of the problem.

1. Information system infrastructure.
2. Hardware and peripherals (3 Marks)
3. Software requirement (3 Marks)
4. Communication and media (3 Marks)
5. Any other requirement or information (2 Marks)

**QUESTION FOUR (11 MARKS)**

1. Why are a firm’s computer users considered to be an information resource? Does the value of this resource increase or decrease when users engage in end-user computing?

 (4 Marks)

1. Explain the business value of implementing data resource management processes and technologies in an organization. (4 Marks)
2. Propose two ways that business managers and professionals can help to lessen the harmful effects and increase the beneficial effects of the use of information technology. (3 Marks)

**QUESTION FIVE (11 MARKS)**

1. Which technology has enjoyed the greatest success in business systems: speech input or speech output? Why? Give two examples to illustrate your argument. (4 Marks)
2. Explain the purpose of any two popular software packages for end user productivity and collaborative computing. (4 Marks)
3. Define and describe the functions of an operating system. (3 Marks)