

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2015/2016

**THIRD YEAR FIRST/SECOND SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS INFORMATION TECHNOLOGY/ BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

**BIT 2119 : MANAGEMENT INFORMATION SYSTEMS**

**DATE: FEBRUARY 2016 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER**

**TWO QUESTIONS.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**QUESTION ONE (30 MARKS)**

Business Information Systems play a vital part in the success or failure of a business enterprise. In light of this:

(a) Explain why computer-based business information systems are so vital to an organization. [10 marks]

(b) Discuss the business and technological drivers of business enterprise systems.

[10 marks]

(c) Briefly discuss the different types of information systems found in the different levels of the organization. [10 marks]

**QUESTION TWO (20 MARKS)**

(a) Why are information systems so important in business today? [4 marks]

(b) Describe the characteristics of transaction processing systems. [6 marks]

(c) Demonstrate how organizations can gain competitive advantage through information systems. [4 marks]

(d) How can companies use information systems to promote total quality management (TQM)? [6 marks]

**QUESTION THREE (20 MARKS)**

(a) Identify the organizational benefits of intranets. [8 marks]

(b) Describe the management challenges posed by electronic commerce and electronic business on the intranets. [6 marks]

(c) Describe the technologies used for internet security. [6 marks]

**QUESTION FOUR (20 MARKS)**

(a) Identify the core activities in the system development process. [6 marks]

(b) What do you understand by information system prototyping? Give two advantages of prototyping. [4 marks]

(c) New systems implementation and failure depends on managerial and organizational factors. Discuss. [10 marks]

**QUESTION FIVE (20 MARKS)**

(a) Describe each of the four kinds of organizational change that can be promoted with information technology. [8 marks]

(b) Explain the benefits of business process engineering. [6 marks]

(c) Define the term data warehousing and data mining and state their relevance in organization. [6 marks]