CHUKA   **UNIVERSITY**

RESIT/ SPECIAL EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN APPLIED COMPUTER SCIENCE

ACMP 281: SOCIAL IMPLICATIONS OF INFORMATION TECHNOLOGY

STREAMS: **TIME: 2 HOURS**

DAY/DATE: WEDNESDAY 25/7/2018   **5.00 PM – 7.00 PM**

INSTRUCTIONS:

CANDIDATE INSTRUCTIONS

1. Answer **all questions** in section A and any other **two questions** from section B.
2. No Reference Material is allowed in the exam Room.
3. All Mobile phones should be switched off in the exam room.
4. Write legibly.

SECTION A (COMPULSORY)

QUESTION 1 (COMPULSORY) [30 MARKS]

a) Using an example in information technology, explain the term "the contrarian view" focusing on "new wine in old bottles"   (5marks)

b) Outline SIX ethical guidelines of IT professionals   (6marks)

c) State TEN security measures that should be put in place to guard against ethicalchallenges and virtual harms to Information systems.   (5marks)

d) In analyzing the "unintended consequences of IT" there is a two level perspective approach (*first level efficiency and second level effects*).
   i) Outline the two levels perspective approach   (4marks)
   ii) Explain THREE considerations in the first level effects   (6marks)

e) Explain FOUR disadvantages of outsourcing IT in banking industry. (4marks)

SECTION B (Answer **two question** from this section**)**

QUESTION 2 [20 MARKS]

    a) With regard to digital divide: -
       i) Describe the term digital divide. (4marks)

       ii) Outline SIX obstacles that promote digital divide in Kenya. (6marks)

b) Outline FIVE characteristics of empowered employees in a workplace (10marks)

QUESTION 3 [20 MARKS]

    a) Highlight FOUR ethical challenges faced with IT officers in the course of their duties (8marks)

    b) i) Define workplace privacy (2 marks)
       ii) Outline FIVE issues that one would consider in gauging whether effective workplaceprivacy existin an organization (10 marks)

QUESTION 4 [20 MARKS]

a) Explain the meaning of the following IT threats
       i. Spyware
       ii. Sniffing
       iii. Intellectual property theft
       iv. Spoofing (8 marks)

    c) Discuss how twitter is propagating information immediacy, hence outline FOURdisadvantages of information immediacy in a workplace (12marks)

QUESTION 5 [20 MARKS]

a) With reference to organization transparency, answer the following questions.
       i) Explain the term organization transparency (2marks)

       ii) Using an example in each case, highlight FOUR challenges of organization transparency (8marks)

b) Explain FIVE advantages of outsourcing IT in firms (5marks)

c) Identify FIVE areas where Information technology could be outsourced (5marks)