



UNIVERSITY EXAMINATIONS

SECOND SEMESTER 2023/2024 ACADEMIC YEAR

**FOURTH YEAR EXAMINATION FOR THE DEGREE OF
BACHELOR OF COMPUTER SCIENCE AND BACHELOR
OF SCIENCE IN (ICT)**

BICT 421: MANAGEMENT INFORMATION SYSTEMS

STREAM: R

TIME: 2 HRS

DAY: FRIDAY[8.30 – 10.30 A.M]

DATE: 12/04/2024

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.

INSTRUCTIONS TO CANDIDATES**SECTION A: (Compulsory) TOTAL MARKS FOR THIS SECTION IS 30 MARKS****QUESTION ONE: (30 MARKS)**

- a) Management Information Systems (MIS) plays a great role in the business information value chain thus compelling serious organizations/institutions to embrace it. From a business perspective, describe an information system and its significance **[5 Marks]**
- b) With the help of a diagram show the classification of MIS. **[5 Marks]**
- c) Explain the **THREE** features of a good Transaction Processing System **[6 Marks]**
- d) Identify **FOUR** types of management information system **[4 Marks]**
- e) ABC Company has employed an MIS specialist to setup up an integrated MIS system that will fasttrack its business functions. Describe **THREE** challenges of implementing and managing information systems of such kind **[6 Marks]**
- f) Most organizations across the globe are enhancing its organizational productivity and efficiency by deploying Enterprise Resource Planning (ERP) models. Highlight **FOUR** impacts of this models resulting from its implementation by a concerned organization **[4 Marks]**

SECTION B. TOTAL MARKS FOR THIS SECTION IS 40.

ANSWER ANY TWO QUESTIONS FROM THIS SECTION. EACH QUESTION IN THIS SECTION CARRIES 20 MARKS.

QUESTION TWO: (20 MARKS)

- (a) Distinguish between Transaction Processing System (TPS) and Decision Support System (DSS) **[4 Marks]**
- (b) The process of developing new MIS involves a series of stages which are collectively referred to as MIS development life cycle. In a sequential narrative, describe the main stages in MIS development **[8 Marks]**
- (c) Explain **FOUR** key objectives of MIS in an organization **[8 Marks]**



QUESTION THREE: (20 MARKS)

- (a) Information systems are so important for business today as it enhances the following points:
- a. Capital Management
 - b. Foundation of doing business
 - c. Productivity
 - d. Strategic opportunity and advantage

Required:

Citing an example, describe each of the above points **[8 Marks]**

(b) **Identify FOUR advantages and TWO disadvantages of computerized MIS over the traditional MIS** **[6 Marks]**

(c) Describe **THREE** capabilities that have made digital firms so powerful in the recent times. **[6 Marks]**

QUESTION FOUR: (20 MARKS)

(a) Describe **THREE** technology and business trends that have enhanced the role of information systems in today's competitive business environment. **[6 Marks]**

(b) Discuss **THREE** qualities of a valuable information **[6 Marks]**

(c) Discuss **FOUR** business gains that the internet technology provides MIS **[8 Marks]**

QUESTION FIVE: (20 MARKS)

a) Distinguish between operational decisions and strategic decisions **[4 Marks]**

b) Discuss an organizational need for the following MIS at Hilton Hotels Ltd:

i. Strategic Information System **[2 Marks]**

ii. Decision Support System **[2 Marks]**

iii. Expert Support System **[2 Marks]**

iv. Knowledge Management Information System **[2 Marks]**

c) Explain **FOUR** Strategies that an organization may employ for Competitive Advantage

[8 Marks]

