



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTERS OF BUSINESS
ADMINISTRATION/ MASTERS OF LOGISTICS AND SUPPLY CHAIN
MANAGEMENT
1st YEAR 1st SEMESTER 2022/2023 ACADEMIC YEAR
(KISUMUCAMPUS)

COURSE CODE : MBA 801/ MLS 5114
COURSE TITLE : MANAGEMENT INFORMATION SYSTEMS/ SUPPLY CHAIN
INFORMATIONSYSTEMS
EXAM VENUE : STREAM :
DATE : 19/12/2022 EXAM SESSION : 9.00-
12.00NOON
TIME: 2.00 HOURS

INSTRUCTIONS:

- 1. Answer Question 1 (Compulsory) and ANY other two questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

QUESTION ONE 20 MARKS

- a) Describe the term information system. **(2 Marks)**
- b) Discuss the chief components of information systems **(4 Marks)**
- c) Explain why information systems are so essential in business today **(4 Marks)**
- d) One of the mostly widely used bases for organising activities in almost every organisation is the business function. What are the various functions of information systems? **(10 Marks)**

QUESTION TWO 20 MARKS

- a) With the aid of a diagram; discuss the steps involved in systems development life cycle. **(6 Marks)**
- b) When Management chooses to mitigate a risk, they will do so by implementing one or more of three different types of controls. Discuss these FOUR types of security controls. **(4 Marks)**
- c) Identify and describe the three levels of the organizational hierarchy. Which types of information systems serve each level? **(6 Marks)**
- d) Describe major dimensions of information system in an organization. **(4 Marks)**

QUESTION THREE 20 MARKS.

- a) Assess how each of the following management information systems currently lends itself to office productivity and how, in this regard, it will likely aid office productivity in the foreseeable future.
 - i) Transaction Processing System (TPS) **(2 Marks)**
 - ii) Management Information System (MIS) **(2 Marks)**
 - iii) Decision Support System (DSS) **(2 Marks)**
 - iv) Office Automation System (OAS) **(2 Marks)**
 - v) Executive Support System (ESS) **(2 Marks)**
 - vi) Knowledge Management Systems (KMS) **(2 Marks)**
- b) MIS is a comprehensive human-machine system providing the supporting information of decision and operation in a social formation and organization. Despite all benefits that are derived from the MIS, some organizations are reluctant to adopt its usage. You are required to analytically describe these barriers which may be divided into humanistic, organizational and environmental factors as the major drawbacks and the reasons of failure and using MIS in public organizations. **(8 Marks)**

QUESTION FOUR 20 MARKS

- a) Describe the term Management Information Systems as used in organizations **(2 Marks)**
- b) Why is Management Information Systems looked upon as a strategic need of management today? **(4 Marks)**
- c) Knowledge management systems enable organizations to better manage processes for capturing and applying knowledge and expertise. Describe at least FOUR roles of knowledge management systems in the enterprise? **(6 Marks)**

- d) Describe THREE fundamentals of information system in an organization. Consider a retail store as a good example of how three fundamental roles can be implemented by a business. **(3 Marks)**
- e) MIS supports a manager in his functional responsibilities. Explain. **(3 Marks)**

QUESTION FIVE 20 MARKS

- a) Over the past thirty years, Walmart has become the world's largest and arguably most powerful retailer with the highest sales per square foot, inventory turnover, and operating profit of any discount retailer. In its transition from regional retailer to global powerhouse, the organization has become synonymous with the concept of successful supply chain management. Walmart began with the goal to provide customers with the goods they wanted whenever and wherever they wanted them. The company then focused on developing cost structures that allowed it to offer low everyday pricing. Walmart then concentrated on developing a more highly structured and advanced supply chain management strategy to exploit and enhance this competitive advantage and assume market leadership position.

Required:

- i) How Walmart has used digital technology to develop its business model and organizational model **(8 Marks)**
 - ii) The use of innovative and information technology has benefited Walmart supply chain management. In the light of the above statement briefly explain how it has benefited Walmart logistic and inventory management? **(4 Marks)**
- b) A decision support system or DSS is a computer based system intended for use by a particular manager or usually a group of managers at any organizational level in making a decision in the process of solving a semi structured decision. Describe the FOUR major parts that makes up a DSS model. **(4 Marks)**
 - c) In recent years, information systems technology have become crucial and is playing a critical role in contemporary society and dramatically is changing economy and business. You are required to discuss the role of Information Systems in Management Decision Making.

(4 Marks)