



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTERS OF BUSINESS
ADMINISTRATION
1st YEAR 1st SEMESTER 2017/2018 ACADEMIC YEAR
(MAIN AND KISII CAMPUS)

COURSE CODE : MBA 801

COURSE TITLE : MANAGEMENT INFORMATION SYSTEMS

EXAM VENUE : STREAM :

DATE : EXAM SESSION :

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) Outline the differences between e- commerce and e- business. **(2 Marks)**
- d) 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)**

QUESTION TWO 20 MARKS

- a) With relevant examples; discuss six atomic elements of information systems. **(12 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. **(8 Marks)**

QUESTION THREE 20MARKS.

- a) With the aid of a diagram; discuss the steps involved in systems development life cycle. **(10 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 **(10 Marks)**

QUESTION FOUR 20MARKS

- a) Describe the term a computer network? **(2 Marks)**
- c) Discuss the types of computer networks available in an organization. **(6 Marks)**
- b) With the help of a diagram; describe the components of a computer network. **(6 Marks)**
- c) With the aid of a diagram; describe four types of computer network topologies. **(6 Marks)**

QUESTION FIVE 20 MARKS

- a) 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)**
- b) Identify and describe the three levels of the organizational hierarchy. Which types of information systems serve each level? **(6 Marks)**
- c) How are information systems transforming business and what is their relationship to globalization? **(5 Marks)**
- d) 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. **(5 Marks)**