



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS & ECONOMICS

UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTER OF BUSINESS

ADMINISTRATION

1ST YEAR 1ST SEMESTER 2017/2018 ACADEMIC YEAR

NAIROBI CITY LEARNING CENTRE

COURSE CODE: MBA 801

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM VENUE:

DATE:

EXAM SESSION:

TIME:

Instructions:

1. Answer all questions in section A and any other two from section B
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 1 20 MARKS

- a. Distinguish between MIS and DSS. How can DSS help in decision making?
(10 Marks)
- b. Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment: **(10 Marks)**

QUESTION 2 20 MARKS

- a. Discuss the purpose of management information system from a business perspective? What role does it play in the business information value chain?
(10 Marks)
- b. What are the Internet and the World Wide Web? How have they changed the roles played by information systems in organizations? **(10 Marks)**

QUESTION 3 20 MARKS

- a. What are the five types of TPS in business organizations? What functions do they perform? Give example of each **(10 Marks)**
- b. Identify and describe the three levels of the organizational hierarchy. Which types of information systems serve each level? **(10 Marks)**

QUESTION 4 20 MARKS

- a. Describe the relationship between TPS, MIS, and ESS. **(10 Marks)**
- b. What is management information system? Distinguish between a computer, a computer program, and an information system. What is the difference between data and information? **(10 Marks)**

QUESTION 5 20 MARKS

- a. What are supply chain management systems: How do they benefit business
(10 Marks)
- b. What is the role of knowledge management systems in the enterprise? What organizational processes are supported by knowledge management applications?
(10 Marks)

QUESTION 6

- a. What are the challenges posed by the existence of various types of information systems in the enterprise? How can these challenges be addressed? **(10 Marks)**
- b. List and briefly describe the major types of system in organization? **(10 Marks)**