



# JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## UNIVERSITY EXAMINATIONS

### FIRST YEAR FIRST SEMESTER EXAMINATION FOR MASTER IN BUSINESS ADMINISTRATION

#### MBA 801 Management Information Systems

**TIME: 3 HOURS**

**Instructions:**

- I. This paper contains **Five** questions
- II. Question one is compulsory
- III. Answer any other two questions

**QUESTION ONE**

- a. The use of information system technology has given rise to challenges to individual privacy and intellectual property. Discuss (5 Marks)
- b. Describe the Dimensions of cloud security and their implication on management (5 Marks)
- c. Based on the three dimensions of information system that is organization, technology and management, describe how each influence the effectiveness of information systems in an organization. (10 Marks)

## **QUESTION TWO**

- a) Critically examine the strategic business objectives of information systems in a firm  
(10 Marks)
- b) Describe the key technological trends that have heightened ethical and security concerns of information technology use.  
(10 Marks)

## **QUESTION THREE**

- a. Adopting and integration of ERP as a business solution possess challenges. Discuss these challenges and how they can be addressed. (8 Marks)
- b. Using a suitable theory explain the cost benefits that a business may gain upon appropriate investment in ICT (6Marks)
- c. Discuss moral and ethical issues raised by ICT use in management (6Marks)

## **QUESTION FOUR**

- a) Briefly explain reasons why many managers use system approach in problem solving  
(6 Marks)
- b) The use of information system in a firm is a change process. Discuss the kinds of changes a firm must adopt to align its business process and the Information Technology. (7 Marks)
- c) Explain the various ways by which ICT can support enterprise growth (7 Marks).

## **QUESTION FIVE**

- a. All firms today, large and small, local and global, use information systems to achieve important business objectives, such as operational efficiency, customer and supplier intimacy, better decision

making, and new products and services. Briefly explain the role of the following systems in business;

- I. Transaction processing systems (TPS) 3 Marks
- II. Management information systems (MIS) 3 Marks
- III. Decision-support systems (DSS) 3 Marks
- IV. Executive support systems (ESS) 3 Marks
- v. Office automation systems (OAS) 3 Marks
- b. Porter competitive force model can be used to model business information system for an enterprise. Briefly discuss how this model can be used to shape information system in an enterprise. 5 Marks