



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE  
AND TECHNOLOGY**

**UNIVERSITY EXAMINATION 2012/2013**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER EXAMINATION FOR THE  
DEGREE OF MASTERS IN INFORMATION SYSTEMS**

**KISUMU LEARNING CENTRE**

**COURSE CODE: IIS 5116**

**TITLE: MANAGEMENT INFORMATION SYSTEM**

**DATE: 20/4/2013**

**TIME: 9.00-12.00NOON**

**DURATION: 3 HOURS**

**INSTRUCTIONS**

- 1. This paper contains FIVE (5) questions**
- 2. Answer question 1 (Compulsory) and ANY other 2 Questions**
- 3. Write all answers in the booklet provided**

### QUESTION ONE

- a) Define an information systems from both a technical and a business perspective  
(4 marks)
- b) Define Information System Analysis and Design. (4 marks)
- c) Explain why information systems are so essential in business today (6 marks)
- d) Identify and describe the three dimensions of information systems (6 marks)

### QUESTION TWO

- a) List and describe six reasons why information systems are so important for organisations today. (6 marks)
- b) Define and describe business processes and their relationship to information systems  
(8 marks)
- c) Why must an executive support system be flexible and easy-to-use (6 marks)

### QUESTION THREE

- a) Describe the information systems supporting the major business functions: sales and marketing, manufacturing and production, finance and accounting, and human resources. (8 marks)
- b) Discuss the benefits and challenges of enterprise systems and explain why a firm would want to build one.  
(6 marks) Evaluate the role played by systems serving the various levels of management in a business and their relationship to each other. (6 marks)

### QUESTION FOUR

- a) Discuss the differences in the four global strategies organizations can use to organize their global business. (8 marks)
- b) Explain how enterprise applications and intranets promote business process integration and improve organizational performance. (12 marks)

### QUESTION FIVE

- a) What are the characteristics of transaction processing systems? What role do they play in a business? (6 marks)
- b) What are the characteristics of DSS? How do they differ from those of ESS? (6 marks)
- c) Why are organizations trying to integrate their business processes? What are the four key enterprise applications (8 marks)