



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

MAIN /KISUMU LEARNING CENTER -2013

MBA 801 MANAGEMENT INFORMATION SYSTEMS (MIS)

YEAR 1: FIRST SEMESTER EXAMINATION (PART TIME)

TIME 3HRS

INSTRUCTIONS:

- 1. This paper contains six questions**
- 2. Answer Question one(Compulsory) and any other three questions**
- 3. Write all answers in the book let provided**

QUESTION ONE 30marks

You have been called to a conference to present a paper on MIS. At question time one of the participants asks you to explain decision making terms supported by MIS. Explain the following in response; 9 MARKS

- a) Structured / Programmable decision
- b) Unstructured / Non-programmable decisions
- c) Semi-Structured Decisions
- d) MIS can be referred to as a system tool used to facilitate decision making by managers
- e) Explain what each of the letters stand for and the meaning e.g D Stands for Decision
(4 marks)

**M
I
S
D**

- f) There are five components of MIS. How would MIS be affected if Data and People are removed?
(5 MARKS)
- g) By use of a diagram illustrate three major components that every system must have.
(3 MARKS)
- h) Both hardware and software have gone through some development changes. Information Systems developed from Calculation, Functional to Cross functional (Process- Based Systems). State the scope of each in terms of use giving examples.
(9 MARKS)

SECTION B (ANSWER ANY 3 QUESTIONS)

QUESTION TWO (10MARKS)

You have been asked by the CEO of your Company to evaluate the four Information Systems used at different levels of management based on MIS pyramid model.

- a) State the level, user and the role of IS including the type of system used at each level.
4marks
- b) By the aid of a diagram illustrate details stated in (a) 4marks
- c) Distinguish between operational-level systems and Strategic level systems in terms of their use. 2marks

QUESTION THREE (10 MARKS)

In the management meeting, you recommended installation of MIS and DSS in addition to existing systems.

- a) Distinguish the use of MISS and DSS at the management level. 4marks
- b) Out of what you have learnt, explain briefly where you would apply /(how you would use) MIS in your area of responsibility 3marks
- c) You have learnt about the computer Generations; kindly explain in which Generation MIS became effective 3marks

QUESTION FOUR 10marks

You have been hired by Team Let Company to restructure systems to facilitate decision making in the Organization.

- a) Explain briefly what you need to do as MIS expert to evaluate the old systems listing all necessary software development stages (4 marks)

- b) Software can be classified into several categories depending on their development and use.

Explain each of the following terms in relation to their use. (6 marks)

System Software

Open source Software and

Proprietary Software

QUESTION FIVE (10 MARKS)

Define information systems from both a technical and a business perspective.

QUESTION SIX (10 MARKS)

In the Organization there are various types of systems that offer unique options to facilitate decision making by managers. Describe the relationship between TPS, MIS, DSS, and ESS.

