



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

**SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS**

**ADMINISTRATION WITH IT**

**4<sup>th</sup> YEAR 2<sup>nd</sup> SEMESTER 2016/2017 ACADEMIC YEAR**

**PART TIME MAIN CAMPUS**

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**COURSE CODE: SCS 437**

**COURSE TITLE: INFORMATION SYSTEM APPLICATION**

**EXAM VENUE: STREAM: BBA**

**DATE: EXAM SESSION:**

**TIME: 2 HOURS**

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### **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 (30 MARKS):**

- (a) Using a diagram show and discuss relation of information system to levels of organization? **(6 marks)**
- (b) Discuss why decision making today is becoming more complicated? **(6 marks)**
- (c) List **six** characteristics of Managerial Decisions? **(6 marks)**
- (d) Highlight **three** differences between decision making and DSS problem solving **(6 Marks)**
- (e) Briefly discuss **six** Intelligent Systems in your everyday Life **(6 marks)**

**QUESTION TWO (20 MARKS)**

- (a) Discuss the **four** Information Systems supporting the major functional areas of the Business **(8 marks)**
- (b) Differentiate between Decision and decision Making? **(2 marks)**
- (c) Discuss the following acronyms as use in information system application? **(10 marks)**
  - i. OLAP
  - ii. DVS
  - iii. KBIS
  - iv. EIS
  - v. AI

**QUESTION THREE (20MARKS)**

- (a) System is a set of components that interact to accomplish goals. Systems can be viewed as process models in terms of their inputs, outputs, processing, and feedback/control mechanisms. Treating Jaramogi Oginga Odinga University of Science and Technology (JOOUST) as a system, list items/processes under the following components of this system?
  - i.** Input components **(1 mark)**
  - ii.** Processing mechanism components **(1 mark)**
  - iii.** Output components **(1 mark)**
  - iv.** Goal components **(1 mark)**
- (b) Define Information systems and name its components? **(5marks)**

(c) Define creativity and list **six** ways on how to be more creative? **(5 marks)**

(d) Discuss the functions of the following systems? **(6 marks)**

- i. Supply chain management system
- ii. Customer Relationship Management system
- iii. Knowledge Management System

**QUESTION FOUR (20 MARKS)**

a) Discuss Geographic Information Systems (GIS) as used in DSS? **(3 marks)**

b) List the **four** decision making strategies you know? **(4 marks)**

c) Give your opinion on the following statement; Can Computers learn and adapt?

d) As an expert in the field of information system application, evaluate the impact of information systems on organizations found in Kenya? **(5 marks)**

e) Using a simple formula, discuss decision implementation as one of the component of decision making process? **(6 marks)**

**QUESTION FIVE (20 MARKS)**

(a) Define and describe Business Processes and their relationship to Information System? **(5 marks)**

(b) Briefly discuss any **five** perceived benefits of Decision Support System (DSS)? **(5 marks)**

(c) List process involved in Human information processing **(3 marks)**

(d) Highlight **four** advantages and **three** disadvantages of Group-Aided Decision Making? **(7 marks)**