



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF INFORMATION AND INNOVATIVE SYSTEM**  
**BACHOLER IN BUSINESS INFORMATION SYSTEMS**  
**SEPTEMBER /DECEMBER 2024**  
**YEAR 2 SEMESTER 1**  
**MAIN CAMPUS**

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**COURSE CODE: 2205**

**DATE:15/1/25**

**COURSE TITLE: SYSTEMS AND BUSINESS ORGANISATIONS**

**EXAM VENUE: CL 1**

**STREAM: BIS**

**TIME: 2HOURS**

**EXAM SESSION:9-11.00 AM**

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**INSTRUCTIONS**

- 1. Answer question ONE (compulsory) and any other Two questions.*
- 2. Candidates are advised not to write on the question paper*
- 3. Candidates must hand in their answer booklet to the invigilator while in the examination room*
- 4. No mobile devices (e.g. laptops, phones. etc.) are allowed into the Examination Room*
- 5. This paper consists of three printed pages*

### **QUESTION ONE (30 MARKS)**

- a) Define the following terms as used in Systems and Business organization
- i) Management (2 Marks)
  - ii) Organization (2 Marks)
  - iii) Systems in Business Context (2 Marks)
- b) For students pursuing a Bachelor of Information Technology (B.IT) degree, understanding **systems and business organizations** is crucial. State any **four** reasons for this. (4 Marks)
- c) Explain the following terms as used in organization
- i) Centralized organization (2 Marks)
  - ii) Decentralized organization (2 Marks)
- d) State how modern businesses use Customer Relationship Management (CRM) systems to improve customer service and enhance profitability. (2 marks)
- e) In what ways have Information Systems contributed to the globalization of business? (4 Marks)
- f) Explain **any two** reasons why strategic planning fails in organization. (2 Marks)
- g) State **any two** objectives of Business System Planning (BSP). (2 Marks)
- h) Give **four** reasons why Systems Thinking is important in Business (4 Marks)
- i) State **two** objectives of Business Organization (2 Marks)

### **QUESTION TWO (20 MARKS)**

- a) Explain **any three** characteristics of Business Organization. (6 Marks)

- b) Explain how a Transaction Processing System (TPS) works and provide an example of its use in a retail environment. (8 Marks)
- c) Discuss the role of Management Information Systems (MIS) in helping middle-level managers achieve organizational goals. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a. Discuss the impact of Information Technology (IT) on operational efficiency in organizations. (8 marks)
- b. Briefly describe with examples, how has cloud computing transformed organizational efficiency and cost management in business organizations. (6 marks)
- c. Evaluate any **three** potential risks and challenges that organizations face when implementing new technology to enhance efficiency. (6 marks)

**QUESTION FOUR (20 MARKS)**

- a. Define the CIA Triad (Confidentiality, Integrity, Availability) and explain how it applies to information security in business organizations. (6 marks)
- b. What are the most common security threats businesses face today? How can organizations protect themselves against these threats? (8 marks)
- c. Discuss how companies ensure data privacy and security when dealing with big data, including the ethical considerations involved. (6 marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss how business intelligence tools can help organizations uncover hidden patterns and trends within large datasets. (6 marks)
- b) How do automation and artificial intelligence (AI) impact workforce productivity and decision-making in modern organizations? (8 marks)
- c) Discuss with examples, how Information Systems can improve decision-making in organizations. (6 marks)