



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS
2th YEAR 2rd SEMESTER 2019/2020 ACADEMIC YEAR
NAMBALE, KISII CAMPUS

COURSE CODE: SCS 214

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM VENUE: STREAM (LR)

DATE: 13/08/19

EXAM SESSION: 2.00 – 4.00PM

TIME: 2.00 HOURS

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] Define the following terms. [2 Marks]
- i. Information System
 - ii. Management Information System
- B] State and briefly explain three data processing methods. [6 Marks]
- C] System development is the process of bring the system to existence using different approaches and or methodologies. One popular approach is waterfall or System Development Life Cycle (SDLC) which involves various stages, tools and techniques, procedures and people. During development various tests and evaluations are carried to confirm the accuracy and completeness of the systems performance.

Required:

- a. Briefly discuss the stages of classic SDLC. [14 Marks]
- b. Highlight two issues that are likely to cause system failure in each of the following stages of system development life cycle.
- i. Testing [2 Marks]
 - ii. Design [2 Marks]
 - iii. Requirements analysis [2 Marks]
 - iv. Programming [2 Marks]
- c. Why is the evaluation of computer hardware and software vendors absolutely necessary [2 Marks]

(Total 30 Marks)

QUESTION TWO 20 MARKS

- A] List four factors to consider when selecting the data processing mode [4 Marks]
- B] Explain some three aspects of information in terms of the perceptions of the decision maker. [6 Marks]
- C] Differentiate between a CASE tool and a prototype [2 Marks]
- D] What impact may End-User Computing have on the organization of Information Technology functions. [5 Marks]
- E] Explain the importance of artificial intelligence (AI) to a developing country. [3 Marks]

(Totals 20 Marks)

QUESTION THREE 20 MARKS

A] Explain the following components

- i. Hardware [1 Mark]
- ii. Software [1 Mark]
- iii. Database [1 Mark]
- iv. Procedures [1 Mark]
- v. Operations Computer operators [1 Mark]

B] Distinguish between the following decisions [2 Marks]

- i. Structured decision
- ii. Unstructured decision

C] The process of decision making can be described as consisting of three major phases. State and briefly the three phases. [6 Marks]

D] An outcome defines what will happen if a particular alternative or course of action is chosen. List and explain three outcome states. [6 Marks]

E] Explain any three types of management support systems. [3 Marks]

(Total 20 Marks)

QUESTION FOUR 20 MARKS

A] Discuss Porters five competitive forces and related competitive strategies that can be applied to overcome those forces. [10 Marks]

B] Differentiate between data security and system security. [2 Marks]

C] Briefly explain four impact of ICT on the society [8 Marks]

(Total 20 Marks)

QUESTION FIVE 20 MARKS

A] Examine four ethical, legal and social issues raised by information systems management. [8 Marks]

B] Illustrate the process for analyzing ethical dilemmas in management information systems. [6 Marks]

C] Discuss the factors that should be considered when selecting application software for an organization. [6 Marks]

(Total 20 Marks)