



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION
4TH YEAR 2ND SEMESTER 2018/2019 ACADEMIC YEAR
MAIN/ KISII/ NAMBALE CAMPUSES

COURSE CODE: SCS 437

COURSE TITLE: INFORMATION SYSTEM APPLICATION

EXAM VENUE:

STREAM:

DATE: 12/08/19

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 1 [30 MARKS]

- a) What is an Information system? **(2 marks)**
- b) Explain four important parts of a computer based information system **(4 marks)**
- c) Managers sometimes have an almost perfect understanding of conditions surrounding a decision, but in other situations they may have little information about those conditions. Discuss the different types of condition under which managers take decisions. **(6 marks)**
- d) How is conceptual knowledge different from expressive knowledge **(4 marks)**
- e) What three limitations are associated with the use of knowledge based systems? **(3 marks)**
- f) How does an Executive information system (EIS) differ from a Management information system (MIS)? List three features of an MIS **(5 marks)**
- g) Explain the difference among the following terminologies used in information system application **(6 marks)**
 - i. Data,
 - ii. Information,
 - iii. Knowledge

QUESTION 2 [20 MARKS]

- a) Describe any three basic strategies that an organisation can employ to obtain competitive advantage **(6 Marks)**
- b) Discuss the reasons why there may be user resistance during the implementation of a new information systems **(4 marks)**
- c) Differentiate between Backward and forward recovery **(4 Marks)**
- d) State three benefits of a decision support system **(6 marks)**

QUESTION 3 [20 MARKS]

- a) Managers make decision on day to day basis. Critically examine the type of decision managers do make and giving example in each case. **(10 marks)**
- b) Describe THREE levels of management, and explain the differing information requirements at each level. **(10 marks)**

QUESTION FOUR (20 MARKS)

- a) Discuss the various advantages and disadvantages of online banking to an individual client **(10 Marks)**
- b) Explain five reasons for using information systems in an organization **(10 marks)**

QUESTION FIVE (20 MARKS)

Explain the following Information system classifications;

- a) Expert systems **(5 marks)**
- b) Artificial systems **(5 marks)**
- c) Knowledge-base system **(5 marks)**
- d) Executive information systems **(5 marks)**