

# Jaramogi Oginga Odinga University of Science and Technology

## School of Business and Economics

### Bachelor of Arts in Business Administration YR4 Semester 2

#### **SCS 437: INFORMATION SYSTEMS APPLICATION EXAMS**

#### **Instructions: Attempt ANY FIVE Questions in this paper**

##### **Question One**

1. Define and information system (4marks)
2. Describe the decision making process in organisations (16marks)

##### **Question Two**

1. Explain any four items one need to do to become more creative in decision making process (8marks)
2. Explain 3 types of problems in organisations (6marks)

##### **Question Three**

1. With the aid of a diagram describe the model of Human Information Processing System (20marks)

##### **Question Four**

1. What is decision support systems (3marks)
2. Describe three components of decision support systems (9marks)
3. List and explain any three types of decision support systems (8marks)

##### **Question Five**

1. What is Knowledge-Based system (4marks)
2. Explain any three components of Knowledge -Based systems (9marks)
3. Who are involved in Knowledge -Based systems(KBS), explain their roles in KBS (7marks)

**Question Six**

1. Define Artificial Intelligence (4marks)
2. Describe four components of an expert systems (16marks)

**Question Seven**

1. What is Executive Support Systems(ESS) (4marks)
2. Highlight 3 scenarios when organizations should consider using an expert systems (9marks)
3. Explain any three characteristics of Executive Support Systems (7marks)

**Question Eight**

1. Define a financial information system (2marks)
2. Highlight any five features of a good financial information system (10marks)
3. Explain the four categories of financial information system (8marks)