



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY-BUSIA  
LEARNING CENTRE**

**COURSE CODE SCS 214: COURSE TITLE:MANAGEMENT INFORMATION SYSTEMS**

**END OF JANUARY-APRIL SEMESTER EXAMS  
(SCS: MANAGEMENT INFORMATION SYSTEM)**

Q1: Definition of an MIS

(2 marks)

(b) Using an example, state how a high-level manager, such as a Managing Director, could use MIS (4marks)

c) Identify the three main categories of information systems in relation to the groups they serve and the functional areas in which they operate. Which do you believe is most difficult to implement? Why? (6marks)

(d) List and define the four major types of information systems, and give at least two information outputs to be expected from each one. (8marks)

(e) To be effective, an information system requires input from disciplines beyond the simply technical. Discuss the influence of at least three of these disciplines on the creation and maintenance of an effective information system. (6marks)

(f) Describe and discuss the four stages of decision making in organizations. How does each relate to the use of information systems? (4marks)

**(Total marks-30)**

**Q2: Various systems have been developed over recent years in the following categories.**

- (a) Transaction Processing Systems (TPS)
- (b) Management Information Systems (MIS)
- (c) Decision Support Systems
- (d) Expert Systems

**Requirement**

Define and distinguish between each of these systems. (12marks)

Q2b) Elaborate the essential features of system definition (8marks)

**(Total 20 marks)**

Q3: Information systems frequently rely upon large and complex databases.

Requirements

(a) Explain, briefly, what the term 'database' means?(2 marks)

(b) Describe the components of a database management system (DBMS)? (10 marks)

(c) What is the difference between a relational and a hierarchical database?(8 marks)

**(Total 20 marks)**

4) Define primary and secondary storage, how they differ, and the uses to which each is put.(2 marks)

(b) Explain the features of software and hardware as used information technology (IT) hardware and software ; ( 6marks)

(c) What is a knowledge management system? Provide three examples. (4marks)

(d) What are software packages? List and describe at least three types of PC software packages, other than word processing and spreadsheets, used in modern business. (8marks)

**Question 5 marks**

a) What are the five areas a corporate code of ethics should address? Give at least three examples of items that must be covered in each area. (8marks)

b) Identify and explain five step process for analyzing an ethical issue in the information society (5marks)

c) List and explain the steps of system development life cycle method of information systems development { 7 marks}