



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE IN BACHELOR OF BUSINESS
ADMINISTRATION

4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

KENDU BAY

COURSE CODE: SCS 437

COURSE TITLE: INFORMATION SYSTEMS APPLICATION

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION: SEP-DEC 2016

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 does the term artificial intelligence means? (2 Marks)
- b) Identify *any three* disadvantages of real-time processing (6 Marks)
- c) Briefly state *any four* ways in which Corporate Intranet impacts on Human Resource of an organization. (4 Marks)
- d) State and briefly describe the *three main* goals of Computer Integrated Manufacturing (CIM). (6 Marks)
- e) What does the term “Think Globally and Act Locally” imply? (4 Marks)
- f) Briefly discuss *at least four* areas where expert systems find application (8Marks)

QUESTION 2: 20 MARKS}

- a) Human Resource Information Systems can be used to improve staffing functions in an organization. Discuss (5 Marks)
- b) Information Systems has revolutionized a number of activities with respect to Human Resource functions in various organizations. Identify *any six* Human Resource activities, supported by information systems. (6 Marks)
- c) Discuss ways in which the internet has impacted on Human Resource Management. (4 Marks)
- d) Safaricom Ltd intends to conduct staff training and development. Discuss how best they can use information systems to realize this desire. (5 Marks)

QUESTION 3: 20 MARKS}

- a) Define Global Information System (2 Marks)
- b) Discuss some of the challenges to Global Information Systems. (12 Marks)
- c) Identify ways in which the web is impacting on the International Commerce. (6 Marks)

QUESTION 4: 20 MARKS}

- a) Identify and briefly describe the *three main* components of a Decision Support Systems (DSS) (6 Marks)
- b) Describe the nature of decisions made at the three different levels of management (4 Marks)
- c) Explain any major five roles of Executive Support Systems. (10 Marks)

QUESTION 5: 20 MARKS}

- a) Identify and list the five stages of transaction processing systems (5 Marks)
- b) State any three advantages and two disadvantages of batch processing systems? (5 Marks)
- c) Batch processing usually involves certain steps. Identify and briefly explain these steps. (10 Marks)