

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR THE BACHELOR  
OF SCIENCE DEGREE IN CORPORATE MANAGEMENT

BCOM 465: MANAGEMENT INFORMATION SYSTEMS.

STREAMS: BSC

TIME: 2HOURS

DAY/DATE: THURSDAY 01/04/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer ALL questions in section A and any other TWO in section B.

SECTION A (COMPULSORY - ANSWER ALL QUESTIONS IN THIS SECTION)

QUESTION ONE (30 MARKS)

- a) Protecting personal information stored in a computer is very essential. Explain measures one needs to take in order to safeguard his/her personal information. (4 marks)
- b) Discuss the key similarities and differences between EACH of the following pairs of MIS-related concepts:
- i. Enterprise Resource Planning (ERP) data repository and Data Mart (2 marks)
  - ii. Decision Support System (DSS) and Group Decision Support System (GDSS). (2 marks)
- c) Many organizations are taking up development of management information systems (MIS) to cope with the changing business environment.
- (i) Analyze five forces that could drive an organization towards implementing management information systems (MIS). (3 marks)
  - (ii) Evaluate five barriers towards implementation of MIS in an organization. (3 marks)

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- d) Discuss at least three different data gathering techniques. (3 marks)
- e) Explain different Characteristics of Valuable Information. (3 marks)
- f) Computer viruses represent a significant threat to the security of organizational computer based information systems. It is estimated that as many as 1700 new computer viruses appear each month. You are required to:
- (i) Provide a definition of the term 'computer virus'; (2 marks)
- (ii) Using relevant examples, describe the ways in which computer viruses can be transmitted; (3 marks)
- (iii) Discuss some of the ways in which organizations can protect against computer viruses. Highlight some of the advantages and disadvantages of each method described. (5 marks)

### SECTION B: CHOOSE ONLY TWO QUESTIONS FROM THIS SECTION

#### QUESTION TWO (20 MARKS)

- a) A company is considering outsourcing all future MIS application developments. Discuss the advantages and disadvantages of outsourcing the Company's future MIS application developments, clearly stating within your answer any assumptions you make regarding the Company and its operations. (7 marks)
- b) Discuss about various phases in SDLC (6 marks)
- d) Discuss three main models of E-commerce (6 marks)
- e) What is information security? (1 mark)

#### QUESTION THREE (20 MARKS)

- a) Discuss three ERA's of information systems (6 marks)
- b) Explain four key functions of Top management of a company that enhances their day to day running of business processes. (4 marks)
- c) With aid of a diagram, describe the three levels of management detailing their information level characteristics. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Management Information Systems and Decision Support Systems are two forms of management information providers. Highlight the characteristics of each. (6 Marks)
- b) Explain real – time processing system giving suitable examples of activities that apply the system. ( 4 marks )
- c) Describe any three management information system resources. ( 6 marks )
- d) Explain two information system security methodologies. ( 4 marks )

**QUESTION FIVE (20 MARKS)**

- a). Give a brief explanation of any four capabilities of an information system in a digital firm. (8 marks)
  - b) Highlight four benefits of using e-Commerce in business (4 Marks)
  - c). Discuss the Characteristics, Nature, and Scope of a well – designed computerized management information system. (8 marks)
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