

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
COOPERATIVE MANAGEMENT**

**BCOM 465: MANAGEMENT INFORMATION SYSTEM**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 21/09/2021**

**11.30 A.M. – 1.30 P.M.**

**Instruction: question ONE compulsory and any other TWO:**

**SECTION A:**

**QUESTION ONE: 30 MARKS**

- a) Discuss three mechanisms for acquiring an information system, giving an advantage and disadvantage of each mechanism. (4marks)
- b) Briefly explain how the following information systems are used in organizations and what level they serve within the organization
- i. Decision Support Systems [2 Marks]
  - ii. Executive support systems [2 Marks]
  - iii. Knowledge work support system [2 Marks]
  - iv. Management information system [2 Marks]
- c) The information system manager of **ABE** ltd has recommended installation of computer network in the company's new offices. The management of the company is not yet convinced on the benefits of the computer network.
- Advise the management on six benefits to be derived from installing the network [4 Marks]

- d) A manager under competitive pressure is considering a new application of IS that will displace 5 employees. The employees will not be able to find similar jobs elsewhere with their current skills.
- i. Advise the organization on whether to proceed or withdraw the plan [3 Marks]
  - ii. Where the organization opts to proceed with the project, give two ethical measures the organization can undertake to mitigate on the negative impact on the employees lives. (3 marks)
- e) Prototyping is gaining popularity as an alternative software development strategy. Define what is meant by prototyping and discuss its various advantages and disadvantages. (4 marks)
- f) Many organizations are taking up development of management information systems (MIS) to cope with the changing business environment

**Required:**

- (i) Analyze four forces that could drive an organization towards implementing management information systems (MIS). (2 marks)
- (ii) Evaluate four barriers towards implementation of MIS in an organization (2 marks)

**SECTION B:**

**QUESTION TWO: 20 MARKS**

- a) Systems analysts are key individuals in the system development process. They are therefore required to have certain types of skills. You are required to describe four types of skills that a system analyst is required to have in order to effectively carry out his/her tasks. (4 marks)
- b) Briefly outline four types of computer fraud. (4 Marks)
- (i) Crime committed through computer use is increasing in many organizations. List four ways of preventing and detecting computer crime. (4 Marks)
- c) Define Business Process Reengineering. What is the philosophy of reengineering an Enterprise Systems? (4 marks)
- d) What is system conversion? Describe the main methods of system conversion (4 marks)

**QUESTION THREE: 20 MARKS**

- a) Discuss three main models of E-commerce (6 marks)
- b) Discuss about various phases in SDLC (7 marks)
- c) Differentiate between front-office information systems and back-office information systems. (5 marks)
- d) In a high security setup it's advisable to deploy multifactor authentication (MFA), explain? (2 marks)

**QUESTION FOUR: 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. (6 marks)
- b) Explain three management decision-making levels that are supported by Information systems. (6 marks)
- c) Barry Agwambo enterprises has been in business for the last ten years and a lot of changes have taken place in the business environment. Discuss four strategies that this enterprise can employ to remain relevant in the business environment (8 marks)

**QUESTION FIVE: 20 MARKS**

- a) Demonstrate how building new systems produces organizational change (5 marks)
  - b) Describe six factors an organization should consider when selecting an information system (3 marks)
  - c) Describe the characteristics of an effective management information system (5 marks)
  - d) Discuss the business benefits of IT/IS alignment (4 marks)
  - e) Discuss three reporting alternatives by MIS (3 marks)
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