

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN  
INFORMATION SCIENCE**

**BSIS 454: MANAGEMENT INFORMATION SYSTEM**

**STREAMS: BSC (IS)**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 11/12/2019**

**2.30 P.M. – 4.30 P.M.**

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**INSTRUCTIONS:**

- **Do not write anything on this question paper.**
- **Attempt question ONE and any other TWO questions.**

**QUESTION ONE (30 MARKS)**

- (a) Give a brief description of the following terms as used in the management of information system? (10 marks)
- (a) Entropy
  - (b) Factoring
  - (c) Equifinality
  - (d) Sub-optimality
  - (e) Synergy
- (b) Differentiate between structured and unstructured decisions by giving examples of such decisions. (8 marks)
- (c) Describe the THREE management levels in organizations with their various informational needs and responsibilities by giving specific examples. (12 marks)

**QUESTION TWO (20 MARKS)**

- (a) The general manager of a large organization has asked you to draw up a document identifying EIGHT important characteristics against which managers can evaluate the success of an information system together with a brief explanation of each. What would your document contain? (10 marks)

- (b) Why is the study of systems theory and control systems useful? (10 marks)

**QUESTION THREE (20 MARKS)**

- (a) Highlight and explain what is a control system and its basic elements. (10 marks)
- (b) Give an elaborate explanation when is it appropriate to use a decision support system in the organizational operations? (10 marks)

**QUESTION FOUR (20 MARKS)**

- (a) An open field setting restaurant serves several delicious local dishes to customers who go for lunch. The restaurant has kitchen that provides the meals. There are waiters who take orders from customers who after selecting their seats, place orders for their meals. The waiters supply the meals that are then taken to the customers. On completion, the customers are billed and if necessary they pay the cashier. In each case the cashier issues payment receipts for every payment transaction. Would you classify the restaurant as a system? Justify your answers using illustrations from the given case. (8 marks)
- (b) Describe with aid of a diagram the components of a closed loop system. (12 marks)

**QUESTION FIVE (20 MARKS)**

- (a) The company you work for has decided to replace its inventory control system. The current system was implemented ten years ago but has restricted reporting facilities and has a text-base interface. As the project manager, you are now considering details of implementation. You have been advised that you should consider both “Parallel running” and “direct changeover”
- (i) Briefly explain what is meant by the terms “parallel running” and “direct changeover” (4 marks)
- (ii) Identify two main risks of direct change over and suggest how these risks might be reduced for inventory control system implementation? (6 marks)
- (iii) Give a clear explanation on the uses of an expert system within the Customer Database Department? (10 marks)
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