



**UNIVERSITY EXAMINATIONS**

**FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR  
OF CORPORATE MANAGEMENT**

**BCOM 465: MANAGEMENT INFORMATION SYSTEMS**

**STREAMS:**

**TIME:2 HOURS**

**DAY/DATE: MONDAY 2/12/2019**

**11.30 A.M – 1.30 P.M**

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**INSTRUCTIONS:**

**Answer question ONE and any other TWO questions.**

**QUESTION ONE { 30 MARKS }.**

Information is normally considered to be of three different types in business – Strategic, Tactical and Operational. Relate all parts of your answer to a Wholesale Business.

- a) i. Describe, in general terms, the type of information system which would be used at each of the three levels. Identify the inputs, outputs and people who would use each of the system. (3 Marks)
- ii. For each of these three levels, choose ONE example of information and how it would be usefully used. (3 Marks)
- b) Describe a type of software (other than a spreadsheet) that would assist the managers to improve decision making. Suggest a particular usage of this software and state what the manager might obtain from it. (4 Marks)

- c) Explain what is meant by an INFORMATION SYSTEM. Suggest how it could be applied in particular BUSINESS areas. (7 Marks)
- d) Describe any three e-business security measures that can be adopted by an organization. (4 marks)
- e) Explain three ethical principles of management information systems in society. (3marks)
- f) Discuss three benefits of information technology on society. (6 marks)

**QUESTION TWO {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 THREE { 20 MARKS }.**

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

**QUESTION FOUR { 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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