

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD DEGREE OF BACHELOR OF SCIENCE IN COMPUTER SCIENCE

BCOM 465: MANAGEMENT INFORMATION SYSTEMS

STREAMS: BCOP Y4S1

TIME: 2 HOURS

DAY/DATE: MONDAY 11/12/2017

11.30 A.M – 1.30 P.M

INSTRUCTIONS:

- Answer QUESTION ONE and any other TWO questions.
- This is a CLOSED BOOK exam. No reference materials are allowed in the exam room.
- No mobile phone allowed in the exam room (*make sure to switch it off and leave it with the invigilator if you carried one*).
- Write your answers legibly and use your time wisely

SECTION A (COMPULSORY)

Question One (Compulsory) (30 marks)

- Outline the internet features of the B2C ecommerce model. [6 marks]
- Discuss risk mitigation in e-commerce. [4 marks]
- What are the components of a TPS? [8 marks]
- Outline the advantages of a database. [5 marks]
- Outline the stages in selecting a quality ERP System. [5 Marks]
- Define the term Information System. [2 marks]

SECTION B (Answer any TWO questions from this section)

Question Two (20 marks)

- Evaluate the merits of outsourcing in terms of Security and Use of IT. [4 marks]
- Discuss modern communication channels that organizations are implementing. [8 Marks]

- c) Discuss the properties of a Transaction in transaction Processing. [8 Marks]

Question Three (20 marks)

- a) Discuss the main factors to consider in managing IS. [6 marks]
b) Differentiate between Outsourcing and In-House Control. [4 marks]
c) Briefly explain any five primary functions of an ERP. [10 marks]

Question Four (20 marks)

- a) Compare the advantages of Centralization vs Decentralization of Hardware, Software, Data and Personnel in an Organization [10 marks]
b) Discuss the various forms of electronic commerce. [8 marks]
c) What is a DBMS? [2 marks]

Question Five (20 marks)

- a) Discuss the components of IS. [10 marks]
b) Outline the strengths of decentralization in organizations. [4 marks]
c) Describe the marketing phases in e-commerce. [6 marks]
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