

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/IGEMBE/THARAKA**

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN BUSINESS
MANAGEMENT, CERTIFICATE IN PROCUREMENT AND LOGISTICS**

**CIBM 00152: MANAGEMENT INFORMATION SYSTEM
STREAMS: CPLM,CIBM Y1S1**

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

- Answer question one and any other two from section B
- Do not write on this paper

SECTION A {compulsory}

Question One (30 marks)

- Define the following terms.
 - Data and information [2 marks]
 - Management Information System [2 marks]
- List five characteristics of Management Information System that make it suitable for managing information of an organization. [5 marks]
- Data can either be in form of text or instructions, a picture, sound and video. Give three corresponding input devices to these forms of data [3 marks]
- Distinguish between data warehouse and data mining [4 marks]
- One major role of any information system is to make data analysis. List four types of analysis done using MIS [4 marks]
- Giving example, differentiate between a word processor and a spreadsheet program. [4 marks]
- Give three pitfalls of using Management Information System in your business [3 marks]
- Outline three activities involved in management [3 marks]

SECTION B {answer any two questions from this section}

Question Two (20 marks)

- a. Explain pyramidal structure of Management Information System [6 marks]
- b. Management Information System model consists of various integrated components set to achieve a common goal. State and explain five of these components. [10 marks]
- c. Outline four benefits of using Management Information System [4 marks]

Question Three (20 marks)

- a. Explain four types of computer networks [8 marks]
- b. Explain four reports generated by information systems that is needed to manage organizations efficiently and effectively [8 marks]
- c. Explain two application areas of computers in your profession [4 marks]

Question Four (20 marks)

- a. In an overview, operating system is a program that acts as an interface between the user and the computer hardware. Explain other **five** functions of operating system [10 marks]
- b. Devices in a networked environment can be interconnected in various layouts. State and explain four network topologies [8marks]
- c. Give two forms of E-Commerce which is an emerging technology in business [2 marks]

Question Five (20 marks)

- a. Computer system comprise of both the physical components and the data found in computers. Explain five methods used to care and maintain computer systems [10 marks]
 - b. Discuss five types of information system commonly used by organizations. [10 marks]
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