

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

**THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
SCIENCE IN ECOTOURISM AND BACHELOR OF TOURISM MANAGEMENT**

**BECO 371: TOURISM AND HOSPITALITY INFORMATION SYSTEMS  
MANAGEMENT**

**STREAMS: BECO & BTM Y3S2**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 17/04/2020**

**8.30 A.M. – 10.30 A.M.**

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**INSTRUCTIONS:**

- **Answer ALL questions in section A**
- **Choose two questions in section B**
- **Do not write anything on the question paper**
- **Cheating is not allowed**

**SECTION A: 30 MARKS**

1. Briefly explain how the four types of systems evolved in line with the historical development of information systems. (4 marks)
2. Describe the four main elements of a management information systems. (4 marks)
3. Highlight various types of information systems applied in the tourism industry. (5 marks)
4. Briefly describe the process of systems development using self-sourcing approach. (6 marks)
5. Highlight the main parts of a Decision Support System (DSS). (6 marks)
6. Describe the main shortcomings of the Internet Reservation Systems. (5 marks)

**SECTION B: 40 MARKS**

7. Illustrate the features on an interactive Database Base Management System using any information types of your choice. (20 marks)
  8. Discuss the main elements of Accounting Information Management System. (20 marks)
  9. Explain the main components of a Global Distributions Systems Management. (20 marks)
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