

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

SUPPLEMENTARY EXAM

BSIS 454: MANAGEMENT INFORMATION SYSTEM

STREAMS: B BSC (IS)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/11/2020

8.30 A.M. – 10.30 A.M.

INSTRUCTION

- Do not write anything on this Question Paper
- Attempt Question **ONE** and any other **TWO** questions

QUESTION ONE (30 MARKS)

(a) Define the following terms with regard to the study of systems? [6 Marks]

- (a) System
- (b) System theory
- (c) Closed loop system

b) List and explain the properties that are characteristic of all systems. [10 Marks]

c) Organizational information systems are categorized under:

- (i) Transaction Processing System (TPS)
- (ii) Management Information System (MIS)
- (iii) Decision Support System (DSS)
- (iv) Executive Information System (EIS)
- (v) Expert System (ES)

Required:

Suggest one application of each of the systems types listed above for each of the following areas of business.

- a) Sales and Marketing [5 Marks]
- b) Finance [5 Marks]
- d) Differentiate clearly what Office Automation System and Knowledge Work System implies. [4 Marks]

QUESTION TWO (20 MARKS)

- a) Examine the contribution of information systems in the decision-making or problem solving process [10 Marks]
- b) Organizational theory is the body of knowledge relating to the philosophical basis of the structure, functioning and performance of organizations. Such theory is derived from historical schools of thought stating the point of view of a number of early pioneers of management. Briefly describe four of these schools of thought [10 Marks]

QUESTION THREE (20 MARKS)

- a) A system may be coupled to varying degrees for various reasons. What is coupling in a system? What do you understand by the terms tightly coupled systems, loosely coupled systems and decoupling a system? [10 Marks]
- b) From your own reading and analysis, what are the properties of an expert system? [10 Marks]

QUESTION FOUR (20 MARKS)

- a) For information products to be valuable and useful to end user and support sound decision making it should have some certain specific characteristics or attributes. Elaborate the justification of this statement [10 Marks]
- b) Give reasons and where applicable show examples why system development in many organizations fails before its actual realization [10Marks]

QUESTION FIVE (20 MARKS)

System development life cycle means combination of various activities. Discuss [20 Marks]