



(Knowledge for Development)

KIBABII UNIVERSITY COLLEGE

A CONSTITUENT COLLEGE OF

MASINDE MULIRO UNIVERSITY OF

SCIENCE AND TECHNOLOGY

UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 205

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: 27TH APRIL, 2015

TIME: 8.00AM- 10.00AM

INSTRUCTIONS TO CANDIDATES

Answer Question One in Section A and Any other TWO (2) Questions in Section B

TIME: 2 Hours

Answer Question one (SECTION A) and any other Two Questions (SECTION B)

SECTION A

QUESTION ONE

- (a) In the 21st Century, a skilled worker must be knowledgeable about information technology. Why? (10 marks)
- (b) According to levels of managers, the decision process comes from structured categories of decisions to unstructured decisions. Differentiate between structured decisions and unstructured decisions. (6 marks)
- (c) Discuss the various stages in the System Development Life Cycle applied to MIS development. (14 marks)

SECTION B

QUESTION TWO

- (a) List and briefly explain the five elements that are part of all information systems. (10 marks)
- (b) What is Business Process Re-engineering (BPR)? Give four reasons for its use in an organization. (10 marks)

QUESTION THREE

- (a) Discuss five factors that should be considered when acquiring information systems? (10 marks)

- (b) Collaboration is working with others to achieve shared and explicit goals. Discuss five benefits achieved by organizations that have invested in collaboration technology. (10 marks)

QUESTION FOUR

- (a) The major reason for the existence and installation of an MIS is to produce information for Managers on three hierarchies of an organisation. With a well labelled diagram, explain the three management levels for decision making.. (12 marks)
- (b) Ethical issues concerning the use of computers on the internet have become paramount. Organisations are striving to formulate strategies that will ensure that users of the internet use these facilities appropriately. Explain clearly the meaning of the following terms;
- (i) Software piracy
 - (ii) Cyber theft
 - (iii) Hacking.
 - (iv) virus

(8 marks)

QUESTION FIVE

- (a) E-Commerce has become widely used to sell products and services over the internet. E-Commerce models would not perform efficiently without electronic payment systems. Discuss any four electronic payment systems in Kenya. (12 marks)
- (b) Explain two advantages and two disadvantages of outsourcing Information technology services. (8 marks)