



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF COMPUTING AND INFORMATION TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR, DIPLOMA IN
INFORMATION TECHNOLOGY**

SIT 057 – MANAGEMENT INFORMATION SYSTEMS

DURATION: 2 HOURS

DATE:

TIME:

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Define the following terms: (4 marks)
 - i. Management
 - ii. Organization
 - iii. Information system
 - iv. Competitive advantage
- b) State four components of management information systems (2 marks)
- c) Describe three types of information system that could be used across all levels of management (6 marks)
- d) Many organizations in Kenya install a transaction process system. Explain two reasons for this (4 marks)
- e) Ujuzi institute intends to streamline its decision making through the use of information system. Describe three types of decisions that could be streamlined (6 marks)
- f) Highlight the four challenges of information system implementation in an organization (2 marks)
- g) With an aid of a diagram, explain the process of decision making (6 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) List two types of processing for transaction processing system (2 marks)
- b) Explain the characteristics of the following types of information system (6 marks)
 - i. Transaction processing system
 - ii. Decision support system
 - iii. Executive support system
- c) A well known telecommunications company wants to invest in information systems. Explain how it would benefit from such (5 marks)
- d) Explain two approaches through which an information system could lead to fewer levels of management in a typical organization (4 marks)
- e) Define office automation system and give two examples of OAS (3 marks)

QUESTION THREE (20 MARKS)

- a) Differentiate between structured and unstructured decisions (4 marks)
- b) Futuregen Company acknowledges that personnel are core to a secure information system. Explain three mechanisms that the Company's personnel may use to enhance this (6 marks)
- c) Explain the strategies that an organization can implement to gain competitive advantage (6 marks)

- d) Describe any two components of an expert system (4 marks)

QUESTION FOUR (20 MARKS)

- a) List any four features that all organizations have in common (4 marks)
- b) Explain two approaches to information system (4 marks)
- c) A multinational organization intends to implement a new information system. Describe three levels of planning that would be necessary for successful implementation (6 marks)
- d) Explain the stages of the information system development (6 marks)