



*(Knowledge for Development)*

**KIBABII UNIVERSITY  
(KIBU)**

**UNIVERSITY EXAMINATIONS  
2019/2020 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY EXAMINATIONS  
YEAR FOUR SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE OF  
BACHELOR OF SCIENCE  
(INFORMATION TECHNOLOGY)**

**COURSE CODE : BIT 413  
COURSE TITLE : MANAGEMENT INFORMATION  
SYSTEMS**

**DATE:** 16/02/2021 **TIME:** 11.00 AM - 1. P.M

---

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTIONS ONE AND ANY OTHER TWO.**

### QUESTION ONE [30 MARKS]

- a. An information system helps an organization gain competitive advantage through its contribution to the strategic goals of an organization. State and explain ways in which an organization can use information system to gain competitive advantage: [8 marks]
- b.
- i. Define the term Management Information System [1 mark]
  - ii. State the benefits of using Management Information System. [4 marks]
- c.
- i. Distinguish between centralized and decentralized organization structures. [2 marks]
  - ii. Hence give examples of three main areas in an organization which must always be reserved for top management. [3 marks]
- d. Identify and explain the components of an information system. [5 marks]
- e. Distinguish between a database and a database management system. [2 marks]
- f. Management is a process which takes place in all levels in an organization. Identify the roles of a manager. [5 marks]

### SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION

#### QUESTION TWO [20 MARKS]

- a. Assuming that Students' records in a college are kept by various sections: Academic office, Hostel, Health Centre, Accounts Section and Library. If each of these sections maintain its own file-based system for processing, identify and explain any five problems that you oversee? [10 marks]
- b.
- i. Define the term threat. [2 marks]
  - ii. Explain eight risks that information systems can face if not managed properly. [8 marks]

#### QUESTION THREE [20 MARKS]

- a. Both organizations in the public and private sector are faced with ever-increasing rate of change and must learn to cope with it. This may be met by resistance by some members of the organization. Identify six ways used to overcome resistance to change. [6 marks]
- b. Describe four functions of management. [8 marks]
- c. Several organizations are structured on the basis of common functions. Discuss any three functional information systems. [6 marks]

#### QUESTION FOUR [20 MARKS]

- a. Porter's five forces model can be used for analyzing competitiveness. Justify how this can be achieved [10 marks]
- b. Laying down a strategy assists an organization have some competitive advantage over its competitor. Identify and explain any five strategies for competitive advantage. [10 marks]

#### QUESTION FIVE [20 MARKS]

- a. Describe four types of cultures found in organizations. [8 marks]
- b. Identify and explain three dimensions of information systems. [6 marks]
- c. Systematically identify and explain the phases of information system development. [6 marks]