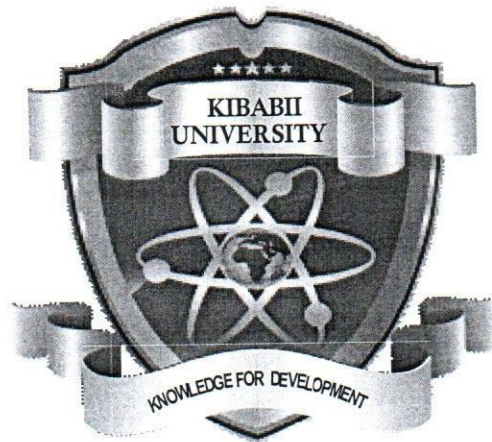


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# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2019/2020 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER  
SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DIPLOMA OF BUSINESS MANAGEMENT**

**COURSE CODE: DIB 104**

**COURSE TITLE: BUSINESS COMMUNICATION AND  
INFORMATION SYSTEM**

**DATE: 04/02/2021**

**TIME: 8.00AM-10.00AM**

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### INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

### QUESTION ONE

- a. Give your description of the term system software and highlight the key terms in your definition.(6mks)
- b. Discuss some of the characteristics of business communication in an organization. (10mks)
- c. Discuss the factors that will necessitate the use of oral communication channel over other channels. (6mks)
- d. Discuss the importance of having information systems to a business organization.(8mks)

### QUESTION TWO

- a. Illustrate the importance of business communication to an organization. (8mks)
- b. Explain the role played by people in information system. (8mks)
- c. Differentiate between an open system and a closed system, giving examples. (4mks)

### QUESTION THREE.

- a. Describe the common issues found in management reports. (5mks).
- b. Explain why both financial reports and management reports are necessary in an organization. (8mks)
- c. Describe the characteristics of information. (7mks)

### QUESTION FOUR

- a. Explain the different functions of an information system. (10mks)
- b. A system hardware comprises of different parts, grouped in various categories with different functions. Illustrate them. (10mks)