

15



(KNOWLEDGE FOR DEVELOPMENT)

**KIBABII UNIVERSITY
(KIBU)**

**UNIVERSITY EXAMINATIONS
2020/2021 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY EXAMINATION
SECOND YEAR SECOND SEMESTER**

**FOR THE DIPLOMA IN
(INFORMATION TECHNOLOGY)**

COURSE CODE: DIT 080

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: 29/07/2022 TIME: 11.00 A.M- 1.00 P.M

INSTRUCTIONS

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (COMPULSORY) [30 MARKS]

- a) Define the following terms as used in management information system
- i. management (2mks)
 - ii. information (2mks)
 - iii. system (2mks)
- b) Explain **four** roles of IT in strategic management (4mks)
- c) Give **four** characteristics of good information (4mks)
- d) State any **four** reasons why organizations install supply chain management system (4mks)
- e) Outline four goals of transaction processing system to a organization (4mks)

QUESTION TWO [20 MARKS]

- a) Briefly describe the following types of information systems in an organization
- i. Enterprise resource planning systems (3mks)
 - ii. Decision support systems (3mks)
 - iii. Customer relationship management system (3mks)
- b) Explain factors that contribute to information system failure during the implementation. (9mks)

QUESTION THREE [20 MARKS]

- a) Outline four characteristics of strategic management information system (4mks)
Explain two circumstances that would lead a organization to automate its processes (4mks)
- b) Outline the five moral dimensions of information systems (10mks)

QUESTION FOUR [20 MARKS]

- a) With aid of a diagram describe three distinctive levels of management in an organization indicating in each case an appropriate information systems. (8mks)
- b) Discuss the major Components of information systems (10mks)

QUESTION FIVE [20 MARKS]

- a) System development refers to all the activities that go into producing an Information System solution to an organizational problem or opportunity. Explain the iterative model (8mks)
- b) Briefly describe the five Michael porters competitive forces model (10mks)