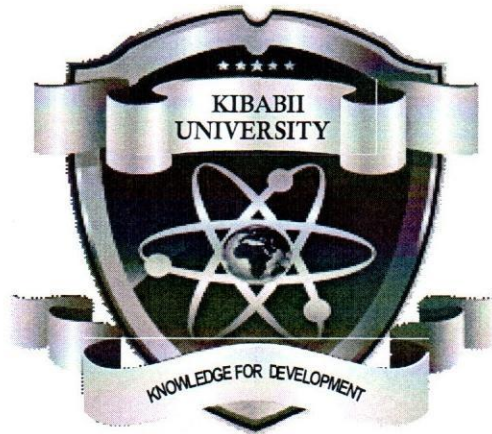


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

SPECIAL/SUPPLEMENTARY EXAMINATION

2020/2021 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 221

COURSE TITLE: MANAGEMENT INFORMATION SYSTEM

DATE: 20/01/2022

TIME: 2.00 – 4.00PM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

QUESTION ONE

- a) Distinguish the following terminologies in view of Management Information Systems;
 - (i) Open Systems and Closed Systems (2 Marks)
 - (ii) Deterministic systems versus Probabilistic Systems (2 Marks)
- b) Briefly discuss any FOUR ways how user resistance to computer technology can be managed (8 Marks)
- c) Discuss the kinds of decisions at various levels of management; hence identify the suitable Computer Based Information Systems (CBIS) for those levels of management (6 Marks)
- d) You have been invited to provide expert advice on the development of a new human resource planning information system, briefly explain FOUR MIS development approaches that you would consider stating the benefits and shortcomings of each (8 Marks).
- e) As a manager explain how a Group Decision Support System (GDSS) can enhance Group Decision Making. (4 Marks)

QUESTION TWO

- a) Systems approach involves systematic approach to problem solving. Explain its application in management and the steps that one would carry out to study a problem of frequent failure of a payroll processing system at the County Government (6 Marks)
- b) Describe the purpose of management information in relation to an organization's functional monitoring and control (8 Marks)
- c) Describe how the internet is challenging the protection of individual privacy (6 Marks)

QUESTION THREE

- a) Data security cannot be overlooked when developing a new system. Discuss. (6 Marks)
- b) Briefly describe documentation in an organization and how it is important in ensuring Competitive advantage (6 Marks)
- c) Discuss the factors responsible for the development of a Management Information System (8 Marks)

QUESTION FOUR

- a) Define the term computer networks and hence discuss why the internet is a pre-requisite for a Learning institution like Kibabii University (6 Marks)

- a) "Tacit knowledge, internalized by a user, is almost impossible to put into a document or a database." What techniques are available to the knowledge manager to capture tacit knowledge and externalize it? (4 Marks)
- b) Outline FOUR principle duties of a System analyst in an IS environment (4 Marks)
- c) What is the role of knowledge management systems in the enterprise? What organizational processes are supported by knowledge management applications? (6 Marks)

QUESTION FIVE

- a) Explain reasons why most organizations have not fully implemented information systems in running of different translations in the organization (6 Marks)
- b) Explain any four types of e-commerce models to choose from. (8 Marks)
- c) Discuss the essential requirements of an effective Management Information System (6 Marks)