

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR SECOND YEAR SECOND SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 221

**COURSE TITLE: MANAGEMENT INFORMATION
SYSTEM**

DATE: 28/07/2022

TIME: 2.00 – 4.00PM

INSTRUCTION TO CANDIDATES

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

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

- a) New employees joining a company and using its computer systems are each asked to sign an agreement to adhere to a code of practice. Highlight in details the key issues that such a code of practice should address (6 Marks)
- b) Briefly discuss any SIX ways how user resistance to computer technology can be managed (6 Marks)
- c) Describe SIX factors that could help an organization develop an effective information strategy (6 Marks)
- d) Enumerate in details the SIX key questions that need to be asked when undertaking analysis of an information system (6 Marks)
- e) 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)

QUESTION TWO

- a) Discuss the reasons why an increasing number of organizations are today concerned with the development of quality practices in information systems governance (8 Marks)
- b) Explain the following branches of ethics in relation to Information Systems (2 Marks)
- i) Meta Ethics (2 Marks)
 - ii) Normative Ethics (2 Marks)
- c) Describe how the internet is challenging the protection of individual privacy (8 Marks)

QUESTION THREE

- a) Explain the meaning of the following concepts as used in system theory in Management Information System (MIS)
- i) Entropy (2 Marks)
 - ii) Functional Decomposition (2 Marks)
 - iii) Functional Cohesion (2 Marks)
 - iv) Decoupling (2 Marks)
- b) Briefly describe documentation in an organization and how it is important in ensuring Competitive advantage (6 Marks)
- c) Explain the vulnerabilities which an organization may be exposed to after commissioning a computer network with an internet connection (6 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)
- b) "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? (6 Marks)
- c) Citing an example in each case, identify FOUR e-commerce models which involve transactions between the government and other entities (8 Marks)

QUESTION FIVE

- a) Collaborations and communication systems enable employees to interact with each other, managers, vendors and customers. Analyze SIX types of collaboration and communication systems that could be used by an e-business (6 Marks)
- b) Explain reasons why most organizations have not fully implemented information systems in running of different translations in the organization (6 Marks)
- c) Discuss the System Development Life Cycle (SDLC) of a Management Information System (8 Marks)