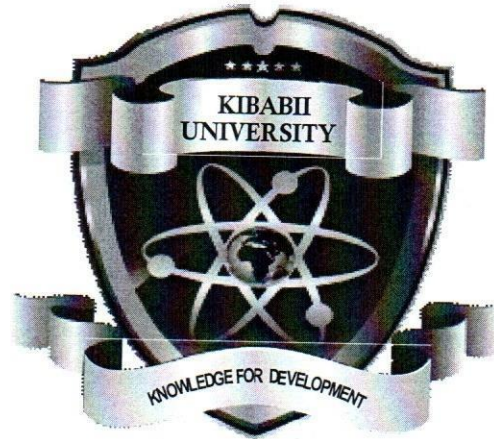


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2020/2021 ACADEMIC YEAR FIRST YEAR FIRST SEMESTER

MAIN EXAMINATION

FOR THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION

COURSE CODE: MBA 805

COURSE TITLE: MANAGEMENT INFORMATION SYSTEM

DATE: 04/08/2021

TIME: 2.00PM-5.00PM

INSTRUCTION TO CANDIDATES

- 1) Answer question **ONE** (Compulsory) and **ANY OTHER THREE** Questions
- 2) Candidates must hand in their answer booklets to the invigilator while in the examination room.
- 3) Credit is given for legibility, clarity and use of relevant examples
- 4) Question **ONE** is **40 marks** while question **2-5** carry **20 marks** each.
- 5) Clearly write your **Registration Number** on each answer sheet used

TIME:3 Hours

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE (30 MARKS)

a) Read the following case study and answer the questions that follow.

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a *drink*. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

Required :

- i. Describe the decisions to be made in the area of strategic planning, managerial control and operational control (10MKS)
- ii. What information would you require to make such decisions? (5MKS)
- iii. How can the system be improved to be complete management information system rather than just doing transaction processing (10MKS)
- iv. Explain the probable effects that making the system more formal would have on the customers and the management. (5MKS)

b) Make short notes on the following .

- i) Computer viruses (2MKS)
- ii) System theory (2MKS)
- iii) Enterprise resource planning (2 MKS)
- iv) Critical success factors (2 MKS)
- v) Management (2 MKS)

QUESTION TWO (20 MARKS)

- a) Enterprise resource planning plays an important role in organizational development. Highlight the key features of an enterprise resource planning system (10MKS)
- b) What are the benefits of implementing enterprise resource planning in organizations? (5 MKS)
- c) Discuss Nolan's Stages of information system growth (5MKS)

QUESTION THREE (20 MARKS)

- a) Computers and the information they contain are often considered confidential systems because of its sensitivity. What are some of the security techniques that can be used to preserve computer information? (10 MKS)
- b) The implementation of management information systems encounters numerous hurdles in the process of execution. Explain five challenges faced in implementation of management information systems. (5MKS)
- c) Discuss some of the solutions which can be applied by organizations for effective and efficient implementation of information systems. (5 MKS)

QUESTION FOUR (20 MARKS)

- a) Management of any organizations is categorized into different levels. Discuss with examples the different levels of management served by Information systems in organizations. (10 MKS)
- b) Organizational systems possess certain unique characteristics. Explain the general characteristics of organizational Systems. (5MKS)
- C.) What is the effect of systems synergy in organizational development? (5MKS)

QUESTION FIVE (20 MARKS)

- a) There is no single system can provide all the information an organization needs. Discuss with examples, the various categories of information systems that serve different organizational levels. (10MKS)
- b) Discuss advantages of management information system (5 MKS)
- c) Explain the role of management in systems infrastructure development. (5MKS)