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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR SECOND YEAR SECOND SEMESTER

MAIN EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 221

**COURSE TITLE: MANAGEMENT INFORMATION
SYSTEM**

DATE: 07/09/2022 TIME: 9.00 – 11.00AM

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 (30 MARKS)

- a) Define the following terms (5marks)
 - i. Outsourcing
 - ii. Information systems
 - iii. Data
 - iv. Information
 - v. Management Information system
- b) Describe three major management challenges to building and using information systems (6marks)
- c) Examine how information systems/technology are transforming organization and management (6marks)
- d) Explain two advantages and two disadvantages to the organization of outsourcing information technology solutions (4marks)
- e) Discuss why strategic information systems are difficult to build and to sustain (5marks)
- f) Explain any four threats to information system in an organization (4marks)

QUESTION TWO (20 MARKS)

- a) Describe the different levels of I.T Infrastructure (9 marks)
- b) Discuss the difference between general controls and application controls that organizations should use in their information system design. Which general controls are users and managers responsible for?

QUESTION THREE (20 MARKS)

- a) Describe the different types of decisions made in organizations (6marks)
- b) Evaluate the stages of Decision making (6marks)
- c) Assess the four powerful worldwide changes that have altered the business environment in Kenya (8marks)

QUESTION FOUR (20 MARKS)

- a) A microfinance institution is in the process of designing an ICT strategy. Advise them on four strategic methods of an MIS it can use in the organization operations (8marks)

- b) Replacing a manual system by computerized system can have certain negative consequences to an organization. Discuss four different examples of these unwelcome consequences (8marks)
- c) Explain four advantages of computer network to an organization of your choice (4marks)

QUESTION FIVE (20 MARKS)

- a) Describe the common threats against contemporary information systems.(10 marks)
- b) Different levels of management need different forms of information. Listing the four levels of management, examine the types of systems and information required. (10marks)