



(Knowledge for Development)

**KIBABII UNIVERSITY
(KIBU)**

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY EXAMINATIONS
YEAR FOUR SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE OF
BACHELORS OF SCIENCE
(INFORMATION TECHNOLOGY)**

COURSE CODE : BIT 414

COURSE TITLE : MANAGEMENT AND INFORMATION SYSTEMS

DATE: 18/11/2022

TIME: 2.00 P.M - 4.00 P.M

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTIONS ONE AND ANY OTHER TWO

QUESTION ONE [COMPULSORY] (30 MARKS)

- a. Describe two technology and business trends that have enhanced the role of information systems in today's competitive business environment. (4 Marks)
- b. Define the term Management Information System (MIS). (2 marks)
- c. List down four competitive advantages of using information systems. (4 marks)
- d. With examples, list down the uses of Information system in an organization. (5 marks)
- e. List down two examples of application systems and two examples of system applications used in a modern organization. (4 marks)
- f. Distinguish between a computer, a computer program, and an information system. What is the difference between data and information? (4 marks)
- g. List and briefly describe the major types of system that are used in organizations. (7 marks)

QUESTION TWO (20 MARKS)

- a) Analyze the challenges posed by the existence of various types of information systems in the enterprise? (6 Marks)
- b) How can businesses address challenges posed by the existence of information systems? (6 Marks)
- c) With a clear example, define Expert System (ES) (3 Marks)
- d) What is the difference between an Executive Support System (ESS) and Knowledge Management System (KMS)? (5 Marks)

QUESTION THREE (20 MARKS)

- a) What organizational processes are supported by knowledge management applications? (4 Marks)
- b) What are Enterprise Resource Planning Systems? (2 Marks)
- c) How do ERPs change the way an organization work? (2 Marks)
- d) What are the challenges posed by the existence of various types of information systems in the enterprise? How can these challenges be addressed? (10 Marks)
- e) Define the term computer based information system (2 Marks)

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QUESTION FOUR (20 MARKS)

Large retail organizations employ a wide variety of computer based information systems in order to support their activities, considering a large Support market Chain such as NAIVAS you are required to:

- a) Define the term computer based information system (4 marks)
- b) Identify the type of Computer based information that are likely to be found within a typical retail supermarket. Your response should describe the function of each system identified and the category to which it belong. (6 marks)
- c) Identify major functional subsystems used in selecting Management information systems , described in the system above (10 marks)

QUESTION FIVE [20 MARKS]

- a) Management Information Systems (MIS) are widely used to support business processes. Explain three common goals of MIS. (6 marks)
- b) Briefly describe the following types of systems in an organization:
 - i. Executive Support Systems (2 Marks)
 - ii. Decision Support Systems (2 Marks)
 - iii. Transaction Processing Systems (2 Marks)
- c) Define the following characteristics of system.
 - i. Sub system (2 Marks)
 - ii. Boundary (2 Marks)
 - iii. Environment (2 Marks)
 - iv. Processes (2 Marks)