



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021 / 2022 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS
FOR THE DEGREE
OF**

**BACHELOR OF SCIENCE IN HOSPITALITY &
INSTITUTIONAL MANAGEMENT**

COURSE CODE: BHM 207

COURSE TITLE: MANAGEMENT INFORMATION SYSTEM

DATE: 19/4/2022

TIME: 3:00-5:00PM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer TWO (2) questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

QUESTION ONE (30 MARKS)-COMPULSORY

- a. Define the following terms
- i. Information System 2 Mks
 - ii. Information Strategy 2 Mks
 - iii. Competitive Edge 2 Mks
 - iv. IRM 2 Mks
 - v. IS Procedures 2 Mks
- b. Describe the components of an information system 5 Mks
- c. Different types of information systems are used in different business level. Map information system (s) to the business level and explain its roles 9 Mks
- d. Outline various applications of MIS in an institution like MMUST 4 Mks
- e. Briefly describe the function of collaboration systems in an organization 2 Mks

QUESTION TWO (20 MARKS)

- a. Transaction processing systems support the operations through which products are designed, marketed, produced, and delivered. Discuss 10 Mks
- b. A large proportion of work in an information society involves manipulating abstract information and knowledge. Discuss the categories of information systems that support such knowledge work. 10 Mks

QUESTION THREE (20 MARKS)

- a. The IT architecture that is created by the strategic-planning process is a conceptual design, or blueprint. Discuss the components of IT architecture 10 marks
- b. Control is a function of management which helps to check errors in order to take corrective actions. Citing relevant examples in MMUST, discuss FIVE types of general controls 10 Mks

QUESTION FOUR (20 MARKS)

- a. Office Automation Systems refers to varied computer software used to digitally create, collect, store, manipulate, and relay office information needed for accomplishing basic tasks and goals. Using MMUST as a reference, explain the various stages of OAS growth. 8 Mks

- b. Discuss the various ways in which you can determine which technology may benefit an office and outline the various tools used for automation. 12 Mks

QUESTION FIVE (20 MARKS)

- a. Information systems are a major corporate asset, with respect both to the benefits they provide and to their high costs. Therefore, organizations have to plan for the long term when acquiring information systems. Discuss the various acquisition options. 10 Mks
- b. Information Technology planning is typically discussed in terms of the level of planning and the planning time frame. Discuss. 10 Mks

END

