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MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

(MAIN CAMPUS)

UNIVERSITY EXAMINATIONS (SPECIAL)

2021/2022 ACADEMIC YEAR

SECOND YEAR, TRIMESTER

FOR THE DEGREE

OF

BACHELOR OF COMMERCE

COURSE CODE: BCB 205

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: THURSDAY, 28ᵀᴴ JULY 2022   **TIME: 11:00 – 1:00PM**

INSTRUCTIONS TO CANDIDATES

Answer **QUESTION ONE** and **any other Two**

TIME: 2 Hours

QUESTION ONE (30 MARKS)

Kriegler construction Company (K.C.C) limited builds office and retail buildings in the Mount Kenya region. The company is considering automating its various data and information processing activities especially with regards to the preparation of bids for building jobs in response to customer requests for building proposals. The management of K.C.C has had little firsthand experience with computer systems. They use no computer systems currently except for some outdated micro-computer systems that run word processing programs for the company's secretaries.

As a result, they contacted a consulting firm that is partly owned by a friend of Mr. Kriegler, the founder and proprietor of K.C.C. The consulting firm, Waki and Associates dispatched you, a systems analyst employed by the firm to K.C.C. You have spent some time talking with the management of K.C.C, examined the forms and procedures used in preparing bids and you have learned the algorithms used to compute costs and charges. You have come to the conclusion the best solution for K.C.C is a management information system that will integrate all the organization's data and information processing requirement at one stop.

a) As part of your feasibility analysis, discuss the drivers and barriers of the proposed system. (8 marks)
b) Describe the office system component of the information system that you have in mind, in each case specifying the various tools and technologies that will be required. (8 marks)
c) How will the above system assist the organization's top management plan the firm's activities? (8 marks)
d) Discuss the system analysis activities of the systems development process including the conceptualization of the system. (6 marks)

QUESTION TWO (20 MARKS)

a) Discuss the concept of the digital divide, explaining the effects, causes/manifestations and possible remedies. (7 marks)
b) Take a managerial decision making scenario to explain the theory of systems as applied in management and the role that the M.I.S will be expected to play in this approach. (7 marks)
c) Distinguish between the Distinguish between the following related system concepts:

1. Connectivity and digital convergence
2. Algorithmic and heuristic problems
3. Interactivity and multi-media technology

(6 marks)

QUESTION THREE (20 MARKS)

a) For the case in Question 1 (above), describe the provisions in the envisaged information system that would aid human resource management decision making at the operational level. (7 marks)
b) When designing a transaction processing system, what are the important aspects that have to be included and why. (6 marks)
c) Compare and contrast the hallmarks of decision support systems and expert systems. (7 marks)

QUESTION FOUR (20 MARKS)

a) Make the argument that management information systems are essentially designed for control purposes. (10 marks)
b) Identify 6 application areas of expert systems in organizations and further discuss the opportunities for managers of these systems. (10 marks)

QUESTION FIVE (20 MARKS)

a) Take the case in question (1) to explain the activities of implementing a newly developed information system. (6 marks)
b) The M.I.S is not only a very expensively assembled asset of the organization, but it also stores and controls valuable information for the organization. Discuss the threats that face these systems and recommend measures of curbing these threats. (12 marks)