



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

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS  
2022/2023 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: 12/4/2023**

**TIME: 8:00-10:00AM**

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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. Describe the components of an information system (5 Marks)
- b. Different types of information systems are used in different business level. Map information system (s) to the business level and explain its roles (9 Marks)
- c. Outline various applications of MIS in an institution like MMUST (4 Marks)
- d. Explain four methods of data collection. (4 Marks)
- e. Information is a very essential part of every organization. Discuss the various characteristics of useful information. (8 Marks)

### QUESTION TWO [20 Marks]

- a. Explain **THREE** categories of information systems clearly stating the levels of management at which they are applied. (6 Marks)
- b. Outline the characteristic of a Management information system (6 Marks)
- c. Briefly discuss the various system types (8 Marks)

### QUESTION THREE [20 Marks]

- a. Describe the components of an information system (4 Marks)
- b. Systems are designed, implemented and managed using models which are abstractions of reality and allow people to apply principles that are assumed to hold true for many different types of systems. With reference to this statement and citing examples, discuss four system models. (8 Marks)
- c. Propose the type of information system you would recommend for the following applications (8 Marks)
  - i) Maintenance of a general ledger
  - ii) Formulation of competitive market strategies
  - iii) Ticket reservations
  - iv) Financial sensitivity or risk analysis

### QUESTION FOUR [20 Marks]

- a. Discuss the ethical and social issues in MIS and how they affect the roles and responsibilities of an individual. (8 Marks)
- b. Define the term Expert System (ES) (2 Marks)
- c. With the aid of diagram, describe the components of an expert system? (10 Marks)

**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 Marks)**
- b. Information Technology planning is typically discussed in terms of the level of planning and the planning time frame. Discuss. **(10 Marks)**

**END**

