



PANAFRICACHRISTIAN UNIVERSITY

**END OF TERM EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS LEADERSHIP**

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP/BUSINESS

COURSE CODE: BUS3223

COURSE TITLE: INTRODUCTION TO MIS

EXAM DATE:FRIDAY- DECEMBER 2017

TIME: 5. 30 – 8.30 P.M

INSTRUCTIONS(Read all questions carefully before attempting).

- This exam script has **TWO (2)** sections.
- Answer all questions in Section **A** and any other four questions in Section **B**.
- Write your **student number** on the answer booklet provided.

SECTION A (Compulsory)

1. a) **Define** the term “program” (2 marks)
b) Identify any four types of Office Automation Systems and **explain** their uses (8 marks)
2. a) **List any four** advantages of a Transaction Processing System (4 marks)
b) **Discuss** any three limitations of Management Information System (6 marks)
3. **Distinguish** between the following terms used in Management Information Systems:
a) System Software and Application Software (2 marks)
c) Structured Decisions and Unstructured Decisions (4 marks)
c) Transaction Processing Systems and Management Information Systems (4 marks)
4. **Differentiate** between the following terms as used in Information Communication and Networking
a) Intranet and Extranet (2 marks)
b) LAN and WAN (2 marks)
c) Transmissions Medium and Protocol (2 marks)
d) Server and Client (2 marks)
e) Teleconferencing and Telecommuting (2 marks)

SECTION B (answer any **two** questions)

5. Naivas Supermarket, a rapidly expanding retail chain in Kenya, recently invested Sh180 million on an e-commerce platform targeting tech-savvy shoppers countrywide. **Explain** the business case for such an investment. (10 marks)
6. Your university wishes to introduce an Enterprise Resource Planning (ERP) software to improve business operations. Due to your knowledge of Management Information Systems, you have been hired to lead a team that will spearhead this project. **Apply** the concept of the Systems Life Cycle to **give a detailed description** of how the team should undertake the project from the beginning to the end. (10 marks)
7. You recently joined a Local Government department as a Management Intern. Due to the departmental meeting, you learned that hackers recently attacked and brought down the website. As a result, some of the departmental information was permanently lost. You have been asked to make a presentation on how the department could enhance data security in the future. **Discuss five measures** that you will include in your presentation. (10 marks)
8. Your company conducts employee ethical awareness seminars on various topical issues as part of its end year programs during which an Employee of the Year Award is presented. You have been nominated as the Employee of the Year 2017 and are preparing an acceptance speech. You wish to dwell on moral dimensions of Management Information System use. **Discuss five** major ethical issues confronting employees that you will raise in your speech. (10 marks)



END TERM EXAM

DEPARTMENT

LEADERSHIP

COURSE CODE – DLM 107

COURSE TITLE

INTRODUCTION TO MANAGEMENT INFORMATION SYSTEMS

DIPLOMA

EXAM DATE

DECEMBER 7th 2017

DURATION

3 HOURS

Instructions

- i) This exam paper contains TWO sections.
- ii) Answer ALL questions in Section A and any ONE question in section B.
- iii) Read each question carefully before attempting.

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SECTION A(compulsory)

1. a) Using a well labelled diagram, **explain** what you understand by the word “System” as used in Management Information Systems. (4 marks)
- b) **Explain** the functions of the following system hardware devices:
 - i) Input devices (2 marks)
 - ii) Storage Devices (2 marks)
 - iii) Output devices (2 marks)
2. a) **List any four** advantages of a Transaction Processing System (4 marks)
- b) **Discuss** any three limitations of Management Information System (6 marks)
3. **Define** the following terms as used in Communication and Networking
 - a) Intranet (2 marks)
 - b) LAN (2 marks)
 - c) Server (2 marks)
 - d) Teleconferencing (2 marks)
 - e) Telecommuting (2 marks)

SECTION B(answer any **one** question)

4. Naivas Supermarket, a rapidly expanding retail chain in Kenya, recently invested Sh180 million on an e-commerce platform targeting tech-savvy shoppers countrywide. **Explain** the business case for such an investment. (10 Marks)
5. Your university wishes to install a new Management Information System to improve business operations. However, the management is wondering which installation method to use. Based on your knowledge of MIS installations, **discuss** any two options open to the University, highlighting the merits and demerits of each option. (10 Marks)
6. **Explain how you would apply** your knowledge of MIS to make the following decisions:
 - (a) Structured decisions
 - (b) Unstructured decisions(10 marks)