PAN AFRICA CHRISTIAN UNIVERSITY

Where Leaders are Made

UNIVERSITY EXAMINATIONS: 2025/2026
EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS INFORMATION TECHNOLOGY/BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY/BACHELOR OF COMMERCE/BACHELOR OF LEADERSHIP DEVELOPMENT

BIT/BSIT301/BCOM/BBLD
MANAGEMENT INFORMATION SYSTEMS
END OF SEMESTER EXAMINATION

DATE: AUGUST, 2026 **TIME: 3 HOURS**

INSTRUCTIONS: Question One is Compulsory, Choose Three Other Questions

SECTION A (COMPULSORY)

QUESTION ONE (15 Marks) Compulsory

a) Explain two important characteristics against which managers can evaluate the success of an information system. **[2 Marks]**

b) Describe three major drivers that influence the need for strategic use of information systems. **[3 Marks]**

c) Discuss any two functions of management, clearly showing how information systems can support the execution of the stated functions. **[4 Marks]**

d) Kenya Airways wants to regain its market leadership by improving customer service and operational efficiency. **[6 Marks]**

i. Explain strategic IS initiatives that Kenya Airways could implement.

ii. Analyze how these systems would contribute to competitive advantage.

iii. Discuss potential risks and how they can be mitigated.

SECTION B (ANSWER ANY THREE (3) QUESTIONS IN THIS SECTION)

QUESTION TWO (15 marks)

One of the responsibilities of information systems managers which is often neglected is to make users perceive Information Technology and Information Systems as powerful and valuable tools but not the remedy for all problems in an organization. When applied thoughtfully, these tools can bring important benefits to individuals, organizations and customers. When these tools are misapplied they can waste tremendous amount of time, effort and money.

Required:

a) Explain three benefits of applying Information Technology to both the organization as well as to the individuals. **[3 Marks]**

b) Examine three obstacles which make it difficult to successfully apply Information Technology and Information Systems in the real world of business indicating how to overcome each one of them. **[6 Marks]**

c) Discuss three factors which affect the timing of information flow in an organization that should be taken into account when designing information systems. **[6 Marks]**

QUESTION THREE (15 marks)

a) With examples, discuss the strategic role of emerging technologies (AI, Big Data Analytics, IoT) in achieving organizational digital transformation. **[3 Marks]**

b) With reference to an IT organization, describe two levels of decision making in MIS. **[6 Marks]**

c) System implementation is done when the system is fully tested, well documented and staff well trained. Explain three of the documents produced during MIS development. **[6 Marks]**

QUESTION FOUR (15 marks)

a) Explain three reasons why user education is an important aspect of system development. **[3 Marks]**

b) With clear examples, explain three indicators of obsolete technologies. **[6 Marks]**

c) The management of Pan Africa Christian University is in the process of developing a new Information System. Discuss any four feasibility tests that must be undertaken before the development process gets underway. **[6 Marks]**

QUESTION FIVE (15 marks)

a) There are reasons why an organization can initiate system analysis for a proposed MIS system. Explain any three of the reasons. **[6 Marks]**

b) With reference to a business organization, discuss three ERP Implementation Strategies. **[9 Marks]**

QUESTION SIX (15 marks)

a) Examine three competitive advantage strategies and explain how Strategic Information Systems can support each strategy. **[6 Marks]**

b) Pan Africa Christian University intends to put in place a new Library Information System because of increased students' population. The University has consulted you for expert views and advises. Your expert advice to them is to outsource the Information System. Discuss three reasons for outsourcing and potential risks that might be encountered by the University while outsourcing. **[9 Marks]**

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