



PAN AFRICA CHRISTIAN UNIVERSITY

BACHELOR OF BUSINESS AND LEADERSHIP

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BCIT301BIT301

CAMPUS: ROYSAMBU

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

EXAM DATE: TUESDAY

TIME: 5:30PM – 8:30PM

INSTRUCTIONS

- This exam carry a total of SIX Questions of [10 Marks Each]
- Section One (I) is compulsory.
- Answer any 3(Three) Questions from Section Two (II)
- Read all questions carefully before attempting

SECTION A 10 Marks (Compulsory)

Question 1: [10 Marks]

- a) Discuss the right order of Anthony's Levels of Management. **[4 marks]**
- b) Information systems that monitors the activities and transactions of the organizations at different levels. Discuss the following types of Information systems and their key relevance.
 - i. Management level system. **[1 marks]**
 - ii. Operational level system. **[1 marks]**
 - iii. Knowledge level system. **[1 marks]**
 - iv. Strategic level system. **[1 marks]**

SECTION B (Answer any THREE (3) questions in this section)

Question 2: (10 Marks)

- a) Implementing systems in organizations undergo various stages with different tasks being performed at different levels. Identify tasks carried out under the following listed stages with relevant challenges associated under each
 - i. Feasibility study. **[2 marks]**
 - ii. Design. **[2 marks]**
- b) Discuss the THREE different ways in which the changeover to a new system can take place. Stating the advantages of EACH. **[6marks]**

Question 3: (10 Marks)

- a) "A system analyst frequently acts as a business consultant to an organization" with reference to this statement, argue the case for a business analyst being a business consultant to an organization. **[6marks]**
- b) You are expected to carry out a demonstration to your client to present a concept for selling a point of sale software solution. You developed two types of prototypes to use in your simulation process to convince your prospect. Debate the TWO prototypes **[4 marks]**

Question 4: [10 Marks]

- a) Discuss any THREE approaches a system analyst could consider in system implementation. **[6 marks]**
- b) Discuss the TWO end user tests that may be adopted before the full release of a computerized information system. **[4 marks]**

Question 5: [10 Marks]

- a) Involving users in testing is one way of overcoming their resistance to change when a new Database system is introduced. Describe TWO ways in which users display resistance to change and, additionally, suggest steps that can be taken to overcome the problem. **[6 marks]**
- b) Describe the roles of team members and the nature of their tasks when undertaking the two QA processes of inspections and walkthroughs. **[4 marks]**

Question 6: [10 Marks]

- a) Differentiate between Culture and Politics in organizations. **[4 Mark]**
- b) Discuss the THREE advantages of decentralization. **[6 Marks]**

END