SCHOOL OF PROFESSIONAL STUDIES

DIPLOMA IN AGRIBUSINESS

UNIT CODE/NAME: DAG 111: INFORMATION SYSTEMS

January – April 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions

QUESTION ONE

a) Define the following terms:

(i) Information system

(ii) Computer

(iii)Information

(iv)E- conferencing **(4 marks)**

b) Differentiate between the following software types

i) System software and application software. **(2 marks)**

ii) Ready-made software and tailor made software **(2 marks)**

c) Discuss the various components of an information system **(8 marks)**

d) Describe any THREE approaches that can be applied to build//acquire an information system. **(6 marks)**

e) Discus the basic computer operations that any computer system must accomplish in an information system **(4 marks)**

f) Companies use MIS because of the benefits that they provide. Giving examples, discuss how the use of MIS can result in each of the following benefits to a business organization.

i) Reduction in costs

ii) Increased speed of operation **(4 marks)**

QUESTION TWO

a) What are the application areas of the following information systems?

(i) Word processing

(ii) E-mail system

(iii)Database system

(iv)Presentation program **(4 marks)**

b) Describe five characteristics that MUST be possessed by information that is being produced by a good Information system. **(5 marks)**

c) Discuss the three roles of managers in an organization **(6 marks)**

QUESTION THREE

a) Transnational bank is one of the SMEs inclined towards Agribusiness Development. Discuss three ways in which its utilizing information systems to offer services to clients **(6 marks)**

b) Highlight ways in which Information Systems may contribute to Total Quality Management. **(6 marks)**

c) Highlight three ways in which the use of Internet impacts on competitive advantage? **(3 marks)**

QUESTION FOUR

a) Explain any five key challenges involved in building, operating and maintaining information systems in Kenya today? **(5 marks)**

b) Describe the function of the following systems in an information System **(4 marks)**

i. Transaction Processing System

ii. Decision Support System

c) Highlight three ways in which a management information system differs from a decision support system? **(6 marks)**

QUESTION FIVE

a) Describe any five components of a computer-based information system. **(5 marks)**

b) State any five advantages of using e-banking for commercial transactions in Kenya. **(5 marks)**

c) Identify five business benefits associated with successful business information system development. **(5 marks)**