Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

UNIT CODE/NAME: BBIT 412: MANAGEMENT INFORMATION SYSTEM

September- December 2019/2020 End Semester Exam - Time: 2 Hours

---

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

QUESTION ONE

a) Explain the following terms as used in information systems **(10 Marks)**

i. Feed back
ii. Boundary
iii. Data
iv. Information System
v. Competitive edge

b) Differentiate between a computer system and an information system **(4 Marks)**

c) Discuss the competitive forces model including the competitive strategies to deal with those competitive forces. **(8 Marks)**

d) Information systems give organizations a competitive edge. Explain **(5 Marks)**

e) Highlight three ways in which the use of Internet impacts on competitive advantage? **(3 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) Define the following terms:

i. Information
ii. Computer
iii. Information
iv. E- conferencing **(8 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 impact of internet to business firms today **(3 Marks)**

QUESTION FOUR

a) Expound on the following types of information systems. **(6 Marks)**

i. Transaction processing system

ii. Decision support system

iii. Executive support system

b) Information system implementation takes different approaches as outline below. Describe what each of them entail **(6 Marks)**

i. Direct changeover

ii. Phase changeover

iii. Pilot changeover

c) Any good information has characteristics that it must meet. Outline 3 of such characteristics **(3 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)**