"Investing in Africa's Future"

Faculty of Management and Administration

MMS 501 MANAGEMENT INFORMATION SYSTEMS -Harare

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER 2016

LECTURER: MR.T.MAKAMBWA

DURATION: 3 HRS

INSTRUCTIONS

1. Answer all questions in Section A and any *three* from Section B

2. Present your responses clearly and logically

Section A – (Compulsory-40 Marks)

Question one

a) While developing an information management strategy within an organization, it is useful to consider information needs at on three levels:
   - ·Corporate (Top Level)
   - ·Team, Division, Business Unit (Middle Level)
   - Individual (Low Level)

Explain the level of business activity with reference to information required?

(20 marks)

b) Describe Porter's Competitive Forces Model and his Value Chain Analysis process and comment

on the effectiveness of these for developing strategic objectives

(20 marks)

Section B (60 Marks)

Answer *any* three questions from this Section

Question two

a) What special security measures must be taken by organizations linking to the Internet?

(10 marks)

b) With the aid of examples clearly define malicious software.   (10 marks)

Question three

The introduction of new or enhanced business information systems to the work place often involves changes to employees working practices.

a) What objections might employees have to the changes brought about by new or enhanced business information systems?   (10 marks)

b) How might the organisation manage the change to new staff working practices when introducing a new or enhanced business information system?   (10 marks)

Question four

a) What do you understand by Decision Making? Discuss the nature and characteristics of Decision?(10 marks)

b) What do you understand by Information System? Discuss various type of Information.

(10 marks)

Question five

a) Discuss the Prerequisites of an Effective MIS? (10 marks)

b) Highlight the Salient Features of Computer which makes it an essential component of MIS.
(10 marks)

Question six

What is the role played by each of the following information systems within organizations?

a. Executive Information Systems (EIS)

b. Decision Support Systems (DSS)

c. Transaction Processing Systems (TPS)

d. Expert Systems (ES)

e. Office Automation System (OAS)

(5x4 marks)

Question seven

Describe, using examples, how **THREE** of the following can be used in the provision of an organisation's management information systems.

i) ERP systems
ii) Mobile broadband
iii) Cloud computing/ASP
iv) Cost benefit analysis
v) Teleworking

(5x4 marks)

Question eight

. The activities of management comprise planning, monitoring, controlling and decision making
a) Provide a definition for **EACH** of these four management activities.

(8 marks)

b) Explain what is meant by a Knowledge Based System (KBS), and assess the extent of support KBS could provide for these four management activities. Support your answer with appropriate real life examples, wherever possible.

(12 marks)

END OF PAPER