"Investing in Africa's Future"

COLLEGE OF BUSINESS PEACE LEADERSHIP AND GOVERNANCE

NCIS 408: MANAGEMENT INFORMATION SYSYTEMS

END OF SECOND SEMESTER EXAMINATIONS

AUGUST 2023

LECTURER: Mr. Timothy Makambwa

DURATION: 3 HOURS

INSTRUCTIONS

Answer **ALL** the questions in **Section A** and any Three questions from Section B and each question has **20** marks. Total possible mark is **100.**

Start **each** question on a new page on your answer sheet.

The marks allocated to **each** question are shown at the end of the section.

Section A – (Compulsory 40 Marks)

Question one

a) What are the Three (3) generic ways in which a business can gain competitive advantage? Use Porter's framework to explain ways in which information systems can be helpful in assisting the achievement of competitive advantage. **(10 marks)**

b) People in different management levels have different information needs and the information needed by different managerial and operational levels varies in time span covered, level of detail, source, data scope, degree of structure and purpose.

    i. Identify and describe the major tasks of managers in the 3 levels of management in the organizational hierarchy? What types of information systems serve each level? **(10 marks)**

    ii. Outline the information needs of the different organizational levels (clerical, operational managers, tactical and strategic management) in terms of the broad spectrum of characteristics such as time span covered, level of detail, source, data scope, degree of structure and purpose. **(10marks)**

    iii. How can a DSS help make decisions? Operational managers usually do not use DSSs. Why? **(5 marks)**

    iv. Differentiate between DSS and MIS **(5 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) Enterprise Resource Planning systems
ii) Mobile broadband
iii) Cloud computing Application Service Provider
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 EXAMINATION