Name_____ Index No._____/_____

2920/302
MANAGEMENT INFORMATION SYSTEMS
November 2014
Time: 3 hours

Signature _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE III

MANAGEMENT INFORMATION SYSTEMS

3 hours

INSTRUCTIONS TO CANDIDATES:

*Write your **name** and **index number** in the spaces provided above.*
***Sign** and write the **date of examination** in the spaces provided above*
*Answer any **FIVE** of the following **EIGHT** questions.*
Candidates should answer all the questions in English.

For Examiner's Use Only

Question No.	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

This paper consists of 16 printed pages

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

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Turn over

1. (a) Explain **two** reasons for the increased reluctance by information system managers to adopt cloud computing.   (4 marks)

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    (b) Explain **two** features of Decision Support Systems.   (4 marks)

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    (c) Malida Enterprises Ltd intends to introduce a security management information system. Explain **three** functions that the system could perform.   (6 marks)

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    (d) A commercial bank has installed an information system with a view to gain competitive advantage over its rivals. Explain **three** ways in which the system could assist the bank achieve their objective.   (6 marks)

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2.   (a)   Outline **four** functions of information as a resource in a management information system.

(4 marks)

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(b)   Explain a circumstance under which each of the following system maintenance methods could be used in an organization:

(i)   preventive;

(2 marks)

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(ii)   perfective.

(2 marks)

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(c)   A hospital intends to use a financial and accounting management information system. Explain **three** relevant functions that the system could be used for.

(6 marks)

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(d)   Explain **three** functions of information system resources in an organization.   (6 marks)

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3.   (a)   Explain the importance of each of the following information system characteristics in an organization:

            (i)   relevance;   (2marks)

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            (ii)   user requirements;   (2marks)

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            (iii)   accuracy.   (2marks)

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       (b)   An information system designer has been contracted by a government department to develop a reliable human resource management system. Outline **four** ways in which the designer would ensure that the system meets this objective.   (4 marks)

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(c)   Table 1 shows the start and finish times of each activity of an MIS project. Use it to answer the question that follows.

Activity	Early start (ES)	Early Finish (EF)	Late Start (LS)	Late Finish (LF)	Duration (wks)
A	0	7	3	11	4
B	11	19	16	24	3
C	11	17	11	17	6
D	0	11	0	11	8
E	17	24	17	24	7

Table 1

Identify the critical activities of the project.   (4 marks)

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(d)   Management information systems use computers to create management impacts in an organization. Explain **three** capabilities of the computers that are required in a management information system for such impacts.   (6 marks)

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4.   (a)   Outline **four** strategic decisions which a management information system's developer would consider in order to achieve management information system goals and objectives.   (4 marks)

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(b)   (i)   Outline **two** measures that an organization could put in place to control electronic eavesdropping.   (2 marks)

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(ii)   Distinguish between *dataflow diagrams* and *data matrices* as used in project planning of a management information system.   (4 marks)

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(c)   A large supermarket intends to acquire an inventory control information system. Outline **four** criteria that the supermarket could use.   (4 marks)

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(d)   Management information systems provide a platform for effective decision-making. Explain **three** features of the system that could make it provide such a platform.

           (6 marks)

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5.   (a)   Explain **two** logical components of a management information system.   (4 marks)

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(b)   Management information systems can be classified by their *functional areas* or by the *support provided*. Explain the difference between these two classes of management information system.

           (4 marks)

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(c) Explain **three** ways in which the use of management information system by organizations have resulted to an effective control system. (6 marks)

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(d) Most managers are concerned about the use of management information system by employees as a tool for social interaction within the workplace. Explain **three** reasons that may have influenced the managers concern. (6 marks)

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6. (a) Explain why each of the following techniques are used by managers when dealing with resistance to change during systems change-over:

(i) communication;   (2marks)

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(ii) education.   (2 marks)

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(b) Differentiate between *semi-structured* and *unstructured* approaches to a decision making process.   (4 marks)

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(c)   A consultant has been engaged by an insurance company to assist in the determination of the requirements of a proposed information system. Explain **three** ways in which the consultant could obtain the requirements.   (6 marks)

(d)   Project managers have lately resorted to software applications as a tool for managing projects. Explain **three** reasons for their preference of this tool.   (6 marks)

7.   (a)   Outline **four** ways in which management information system users could get involved in unethical use of information within an organization.   (4 marks)

(b)   Explain how management information system has made it easy to carry out each of the following organizational functions:

    (i)   planning;   (2 marks)

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    (ii)   coordination;   (2 marks)

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(c)   The management of a manufacturing company relies on management information system as a tool for its strategic needs. Explain **three** reasons why the management looks upon the management information system for such strategic functions. (6 marks)

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(d)   *Rational decisions* effectively and efficiently ensure the achievement of the goal for which the decisions are made. Explain **three** challenges in making such decisions in an organization. (6 marks)

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8.   (a)   Outline **four** causes of errors on information in a management information system during project implementation. (4 marks)

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(b) Explain a circumstance under which each of the following methods could be used during information system acquisition:

(i) in-house; (2 marks)

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(ii) off-the-shelf. (2 marks)

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(c) Managers operate in external environments of an organization which have direct impact on the management process. Explain **three** such external environments that could be considered in the management information system design. (6 marks)

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(d) With the aid of a diagram, explain the decision making cycle. (6 marks)

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