



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF COMPUTING AND INFORMATION TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

UNIVERSITY ORDINARY EXAMINATION

2017/2018 ACADEMIC YEAR

**THIRDYEAR SECOND SEMESTER EXAMINATION FOR THE BACHELOR
OF SCIENCE IN INFORMATION TECHNOLOGY**

SIT 400 – MANAGEMENT INFORMATION SYSTEM

DURATION: 2 HOURS

DATE: 23RD APRIL 2018

TIME: 9.00-11.00AM

Instructions to Candidates:

1. Answer **Question 1** and **Any Other Two** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION ONE – ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE

- a) Differentiate the following terms as used in management information systems
 - i. Data and information (2 marks)
 - ii. Hardware and software resources (4 marks)
- b) With an example differentiate between systems software and application software (4 marks)
- c) Explain three roles of management information systems to banking institutions during decision making process (6 marks)
- d) Highlight four shortcomings of information technology investment to organizations (4 marks)
- e) Explain three application areas of management information systems (6 marks)
- f) Define global information systems and state three features of this systems (4 marks)

SECTION TWO – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO

Competitive forces model describe the interaction of external influences that most Institutions face in every market. Discuss how the porter's model helps firms in identifying and dealing with this external forces (20 marks)

QUESTION THREE

Different management levels make different types of decision with different types of Information systems. Discuss this giving two examples of system and their characteristics (20 marks)

QUESTION FOUR

Discuss the critical issues encountered by management information systems professional and how they deal with such issues. (20 marks)