

Uganda Martyrs University

Faculty of Business Administration and Management

Semester II 2018/19 Final Examinations

INTRODUCTION TO INFORMATION SYSTEMS

BAM1, BSC ACC& FIN I, BA MFI, BPSCM I and EDUC

**Date:** Friday 3rd May 2019

**Time:** 9:30 am to 12:30 pm

**Duration:** 3 Hours.

**Instructions:**

1. Carefully read through all the questions before attempting.
- 2. Attempt any four questions**
3. All questions carry equal marks
4. No names should be written anywhere on the examination book
5. Ensure that your Reg.Number is indicated on all pages of the examination answer booklet.
6. Ensure your work is clear and readable.
7. Any type of examination malpractice will lead to automatic disqualification
8. Do not write anything on the question paper.

### **Question one**

- a) Highlight the difference between information and data. (3 Marks)
- b) Explain 6 characteristics of good information. (12 Marks)
- c) Explain any five communication channels used in organizations. (10 Marks)

### **Question two**

- a) With clear examples explain any five components of an information System (15 Marks)
- b) Explain any five types of information systems used in organizations (10 Marks)

### **Question three**

- a) What do you understand by an information System? (5 Marks)
- b) Information Systems are very expensive to acquire, therefore some factors must clearly be considered. Explain any 5 factors to consider when planning for a new system (10 Marks)
- c) Explain any five factors which could lead to the failure of the deployment or use of Information Systems in an Organization (10 Marks)

### **Question four**

- a) What do you understand by the term Information Systems Disaster Recovery? (2 Marks)
- b) Give any three examples of disaster recovery plans or strategies used by organizations in case of information system disasters (3 Marks)
- c) Delivering Information to all organizational stakeholders is associated with a number of costs. Of recent Uganda Martyrs University procured an Information System known as Zeevirsty. Explain some ten (10) costs that UMU is likely to incur (20 Marks)

### **Question five**

- a) Clear communication is crucial for the success of any system, what do you understand by communication? (5 Marks)
- b) As a prospective manager, describe any five factors you would consider before choosing a channel of communication in your organization (10 Marks)
- c) Barriers to good communication hinder the sender from transmitting a relevant and timely message that the recipient understands and is able to use. Explain any five barriers to good communication. (10 Marks)

**Question six**

- a) What do you understand by the term Cyber Crime or a computer crime?  
(3 Marks).
- b) Because of the various benefits derived from using Technology, many organizations have embraced it. Highlight and explain any 6 possible cyber crimes/IT misuse practices organizations are likely to face  
(12 Marks).
- c) Explain any five ways or mechanisms through which an organization could address the issue of cyber crime or promote ethical use of Information systems or information technologies.  
(10 Marks)

**Question seven**

- a) Information systems have become an integral part of our day today lives.  
Explain 5 ways through which you have directly or indirectly interacted with information systems.  
(10 Marks)
- b) With clear examples explain 7 ways through which institutions of higher learning eg. Universities could use information systems to improve the delivery of services.

(15 Marks)

END