**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2014/2015

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SUPPLY CHAIN MANAGEMENT**

**BIT 2119 : MANAGEMENT INFORMATION SYSTEMS**

**DATE: AUGUST 2015 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER**

**TWO QUESTIONS.**

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**QUESTION ONE (30 MARKS)**

(a) Explain from an organizational and behavioral point of view, the major causes of information systems failure. [5 marks]

(b) State the four basic components of computer system within an information system. [2 marks]

(c) Describe the types of software in information system. [3 marks]

(d) Management information systems provide feedback on organizational processes for control and decision making. With reference to this statement, discuss the different types of management information systems. [10 marks]

(e) Contrast between decision support system and executive support system.

[5 marks]

**QUESTION TWO (20 MARKS)**

(a) State and discuss the problems with traditional file environment way of managing data. [10 marks]

(b) Explain the essential components of telecommunication systems. [10 marks]

**QUESTION THREE (20 MARKS)**

To use information systems as competitive weapon, one must first understand where strategic opportunities for business are likely to be found. Explain how Porter’s competitive forces modes has helped organizations to appreciate and respond to competition, outlining how information system and internet is used. [20 marks]

**QUESTION FOUR (20 MARKS)**

In every organization, there exists three levels of management. Using a diagram, discuss the various decisions made at each level of management and the information needed at the respective levels. [20 marks]

**QUESTION FIVE (20 MARKS)**

Discuss the core activities in system development process. [20 marks]