MAASAI MARA UNIVERSITY

UNIVERSITY EXAMINATIONS 2019/2020 (REGULAR)

SCHOOL OF SCIENCE AND INFORMATION SCIENCES

UNIVERSITY EXAMINATIONS FOR THE DEGREE OF BACHELOR OF SCIENCE (INFORMATION SCIENCES)

THIRD YEAR FIRST SEMESTER EXAMINATION

COURSE CODE: INS 3109

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE: 13th DECEMBER 2019   **TIME: 8:30am-10:30am**

INSTRUCTIONS

- Answer Question **ONE** and any other **TWO**.

QUESTION ONE

(a) Explain the following concepts of MIS. (**10 marks**)
    (i)   Synergy
    (ii)   Unstructured problems
    (iii)   Ergonomics
    (iv)   Intellectual Property Rights (IPR)
    (v)   Trade secrets

(b) Match the following business processes with the appropriate business functional area. (**10 marks**)
    i. Assembling a product
    ii. Creating customer awareness
    iii. Enrolling employees in benefit plans
    iv. Paying creditors
    v. Identifying customers

(c) Discuss the importance of feedback mechanism in an information system. (5 marks)

(d) Discuss how the Internet and its services can be used to improve performance in an organization. (5 marks)

QUESTION TWO

(a) Discuss the objectives of a code of conduct for Information Specialists. (5 marks)

(b) The Internet has revolutionized the way organizations carry on with their businesses. Cybercrime has been a big factor that is threatening these firms. Discuss these problems and show how organizations can overcome them. (15 marks)

QUESTION THREE

(a) Discuss how information systems and various technologies have contributed to the digital divide. (10 marks)

(b) Discuss factors to consider before implementing an information system in the organization. (10 marks)

QUESTION FOUR

(a) Information systems have created new ethical dilemmas in which one set of interests is pitted against another. Give five examples of ethical dilemmas that can occur in an organization setup. (10 marks)

(b) Discuss changes in the world that have altered the business environment. (10 marks)