



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2017/2018 ACADEMIC YEAR  
THIRD YEAR FIRST SEMESTER EXAMINATION**

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

**COURSE CODE: INS 322  
COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS**

**DATE: 19<sup>TH</sup> APRIL 2018**

**TIME: 1100 - 1300 HRS**

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## **INSTRUCTIONS**

Answer Question ONE and any other TWO.

*This paper consists of 2 printed pages. Please turn over.*

### **QUESTION ONE**

- (a) Explain the following concepts of an information system. **(5 marks)**
- (i) Synergy
  - (ii) Factoring
  - (iii) Filtering
  - (iv) Symbiosis
  - (v) Redundancy
- (b) Match the following business processes with the appropriate functional area.
- 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. **(10 marks)**
- (e) Discuss five (5) types of information systems that can be found in an organization. **(10 marks)**

### **QUESTION TWO**

- (a) Organisations differ in goals, groups served, social roles, leadership styles, incentives and surrounding environments. These differences create a varying types of organisational structures. According to Mintzberg, discuss the various classifications of organisation structures. **(10 marks)**
- (b) Discuss the tools and technologies that can be used to safeguard information systems within an organization. **(10 marks)**

### **QUESTION THREE**

- (a) Discuss the problems of managing data resources in a traditional file environment and how to mitigate these using database management systems. **(10 marks)**
- (b) Discuss the advantages and disadvantages of using the Internet to market and sell your products and services. **(10 marks)**

### **QUESTION FOUR**

- (a) Discuss the current trends in hardware and software platforms. **(10 marks)**
- (b) With the aid of a diagram, discuss the various levels of decision making and information requirements in a typical organisational setup. **(10 marks)**

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