



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
THIRD YEAR FIRST SEMESTER**

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

**COURSE CODE: INS 3109**

**COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS**

**DATE: 10<sup>TH</sup> DECEMBER 2018**

**TIME: 0830 – 1030 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

1. Answer Question **ONE** and any other **TWO** questions
2. Switch off your mobile phone

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

### **QUESTION ONE**

- (a) Discuss changes in the world that have altered the business environment. (5 marks)
- (b) Describe with the aid of a diagram, the stages of decision making process. (5 marks)
- (c) Discuss factors to consider before implementing an information system in the organization. (10 marks)
- (d) With the aid of a diagram, describe how an organization is organized hierarchically. (10 marks)

### **QUESTION TWO**

- (a) Discuss the following forms of intellectual property. (10 marks)
- i. Trade Secrets
  - ii. Trademarks
  - iii. Copyrights
  - iv. Industrial Design Rights
  - v. Patents
- (b) Discuss the challenges of managing IT infrastructure in an organization. (10 marks)

### **QUESTION THREE**

- (a) Describe different ways protecting software against piracy. (10 marks)
- (b) Match the following business processes with the appropriate functional area. (5 marks)
- i. Assembling a product
  - ii. Creating customer awareness
  - iii. Enrolling employees in benefit plans
  - iv. Paying creditors
  - v. Identifying customers
- (c) Discuss how the Internet and its services can be used to improve performance in an organization. (5 marks)

### **QUESTION FOUR**

- (a) The computer and cybercrime bill (2018) was signed into law recently by the president. Discuss various issues it addresses. (10 marks)
- (b) Discuss the problems of managing data resources in a traditional file environment and how to mitigate these using database management systems. (10 marks)

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