PIONEER INTERNATIONAL UNIVERSITY

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ACADEMIC YEAR: 2021/2022   **UNIT NAME** : MANAGEMENT INFORMATION SYSTEM

SEMESTER: SEPT-DEC 2021   **UNIT CODE**: BSIT 3210

DATE: DEC 2021   **TIME**: 2 HOURS

INSTRUCTIONS: Answer question one (30 marks) and any other two

SECTION ONE - COMPULSORY

QUESTION ONE (30 marks)

(a) Define the following terms: (4 Marks)

    i. Information System

    ii. Management

    iii. Organization

    iv. Information

(b) Using your organization as an example, describe the THREE levels of an organization   (6 marks)

(c) The Directors of Wells Materials are planning to hire managers, list FOUR roles of Managers in an Organization   (4 Marks)

(d) With an aid of a diagram, explain the process of decision making (8 Marks)

(e) Outline FIVE challenges of developing a management information system (5 Marks)

(f) Highlight THREE characteristics of a decision support system (DSS) (3 Marks)

SECTION TWO ATTEMPT ANY TWO QUESTIONS

QUESTION TWO (20 marks)

(a) Explain the characteristics of the following types of information systems (6 Marks)
- i. Transaction processing system
- ii. Decision support system
- iii. Executive support system

(b) A well-known telecommunications company wants to invest in information systems. Explain FIVE ways in which it would benefit from such   (5 Marks)

(c) Highlight THREE types of decisions in any organization   (3 Marks)

(d) Discuss the SIX stages of the information system development   (6 Marks)

QUESTION THREE (20 marks)

(a) Define office Automation Systems and give TWO examples of OAS: (4 Marks)

(b) Highlight TEN roles of a manager according to Mintzberg   (10 Marks)

(c) List TWO types of processing for a Transaction Processing System   (2 Marks)

(d) Discuss FOUR behavioral impacts of MIS in an organization   (4 Marks)

QUESTION FOUR (20 marks)

a) Describe THREE levels of management, and explain the differing information requirement ateach level.   (6 marks)

b) Using an organization of your choice, illustrate how it can use information technology tosupport its competing advantage.   (6 marks)

c) Describe four security and system reliability problems which can be created by employeeshence a threat to information security.   (8 marks)