CHUKA UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTICATE IN BUSINESS MANAGEMENT AND CERTIFICATE IN PROCUREMENT AND LOGISTICS

CBM06/CPS: MANAGEMENT INFORMATION SYSTEM

STREAMS: **TIME: 2 HOURS**

DAY/DATE:MONDAY 4/12/2017   **11.30 A.M – 1.30 P.M**

INSTRUCTIONS:

1. Answer question one in section A and any other two questions in section B

2. Marks are awarded for clear and concise answers

SECTION A: answer all questions in this section (30 MARKS)

Question one (30marks)

(a) What is an information system   (2marks)

(b) State any two differences between information and data   (4marks)

(c) Mention two advantages of MIS   (2marks)

(d) Distinguish between strategic planning and management control   (2marks)

(e) Define the following   (10marks)

   i.   Decision support system

   ii.   Knowledge base

   iii.   Database model

   iv.   Business model

   v.   Expert system

(f) State the use of database in information systems   (2marks)

(g) Define verification and validation   (4marks)

(h) Name any two types of computer networks (2marks)

(i) State two disadvantages associated with the use of the internet (2marks)

SECTION B

Answer any two questions

Question two (20marks)

(a) Giving examples differentiate between application and system software (4marks)

(b) Can MIS be useful in organizations? elaborate (8marks)

(c) List and explain the components that make up an information system (8marks)

Question three (20marks)

(a) What is a local area network (2marks)

(b) State and explain any four services provided by a local area network (8marks)

(c) State the five function of management and give examples of howMIS supports each function (10marks)

Question four (20marks)

(a) Differentiate between the move and copy command in MS-word (2marks)

(b) Differentiate between a data base and a data warehouse and explain three advantages of a data warehouse in an organization (10marks)

(c) Explain any 3 advantages of using the internet (6marks)

(d) Name any two desktop publishing programs (2marks)

Question five (20marks)

(a) Explain how an organization can apply e-commerce to enhance its operations.(8marks)

(b) Sate five disadvantages of adopting the prototyping process model (5marks)

(c) List any four benefits of outsourcing in an organization (4marks)

(d) Name any three data formats that can be entered in an excel worksheet (3marks)