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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2024 ACADEMIC YEAR**  
**FOURTH YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DEGREE OF BACHELOR OF SCIENCE**  
**(BUSINESS ADMINISTRATION)**

Date: 15<sup>th</sup> August, 2024  
Time: 11.30am –1.30pm

**KBM 403 MANAGEMENT OF INFORMATION SYSTEMS**

**INSTRUCTIONS TO CANDIDATES**

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**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

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**QUESTION ONE (30 MARKS)**

- a) Describe the basic characteristics of management information system. (6 Marks)
- b) Explain areas that are supported by management information system in organization. (6 marks)
- c) Discuss the characteristics of quality information. (6 marks)
- d) Justify the fact that organizations need a Management Information System (6 marks)
- e) Explain any system threats that lead to the failure of an implemented MIS. (6 marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss and provide examples of how new technology/information systems could be used to give a competitive advantage to both small and large businesses (10 Marks)
- b) Briefly discuss the advantages and disadvantages of choosing packaged software rather than developing customized software (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Briefly describe the stages used in a structured systems development method with which you are familiar (10 marks)
- b) Information systems need to be designed efficiently and effectively. Describe any two methodologies you would use to achieve this (10 Marks)

#### **QUESTION FOUR (20 MARKS)**

- a) Explain four types of maintenance that may be carried out on an information system.  
(8 Marks)
- b) Draw a diagram indicating how management information flows through a business organization. Identify the three main levels and the type of information and software typically used at each level  
(12 Marks)

#### **QUESTION FIVE (20 MARKS)**

- a) Describe the functions, requisite skills and qualifications of the following roles within a large IT department:
  - i) Systems analyst (4 Marks)
  - ii) Database designer (4 Marks)
  - iii) Network administrator (4 Marks)
- b) Discuss the statement that “the implementation of information system has faced a number of challenges and destructive security threats arising from the automation of business processes  
(8 Marks)