



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: HRD 006
COURSE TITLE: MANAGEMENT INFORMATION
SYSTEM**

DATE: 14TH DECEMBER, 2022

TIME: 0830-1030

INSTRUCTIONS:

Answer ALL questions from section A and **Two** other questions from section B. The marks given in brackets are indicative of the weight given to each part of the question

SECTION A: COMPULSORY [30 MARKS]

- a) Define the following words.
- i. Organization **(2 Marks)**
 - ii. Information super highway **(2 Marks)**
 - iii. Flattening **(2 Marks)**
 - iv. Virtual Organization **(2 Marks)**
 - v. Management **(2 Marks)**
 - vi. strategic transitions **(2 Marks)**
- b) Using a simple diagram, explain the key system application in the information system. **(8 Marks)**
- c) Define “competitive force model” in information system **(3Marks)**
- d) Define “strategic roles of information system” **(3 Marks)**
- e) Briefly indicate four ways that help competitive advantage in information system **(4 marks)**

SECTION B:

QUESTION TWO [20 MARKS]

- a) Briefly explain four essential organizational factors to consider when planning a new system **(8 Marks)**
- b) Discuss and explain specific application systems in organization as a result of using TPS, MIS, DSS, OAS and KWS in Five Functional areas of an organization. **(8 Marks)**
- c) The internet is powerful tool in business management. Discuss **(4 marks)**

QUESTION THREE [20 MARKS]

- a) Describe three ways in which information systems are transforming business today **(6 Marks)**
- b) In an organization of your choice, discuss how Information System (I.S) will contribute total quality management **(6 Marks)**
- i. Define the term expert system **(2 Marks)**
 - ii. Explain how expert systems can be used in an organization **(4 Marks)**
- a) Define the following terms as used in the business world:
- i. E-Commerce **(1 Mark)**
 - ii. E-Government **(1 Mark)**

QUESTION FOUR [20 MARKS]

- a) Explain the approaches that can be adopted to make MIS to accepted in organizations **(8 Marks)**
- b)
- i. Describe five key challenges that are facing managers today, with regard to information systems. **(10 Marks)**
 - ii. Define information superhighway as it is used in information system **(2 Marks)**