



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DIPLOMA IN HUMAN RESOURCE  
MANAGEMENT**

**COURSE CODE: HRD 006**

**COURSE TITLE: INFORMATION SYSTEM**

**DATE: 1/2/2024**

**TIME: 1430-1630 HRS**

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**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. **Competitive force model** in information system  
**(2Marks)**
  - ii. Strategic transitions **(2 Marks)**
  - iii. E - Commerce **(2 Marks)**
  - iv. Virtual Organization **(2 Marks)**
  - v. Information System **(2 Marks)**
  - vi. Flattening **(2 Marks)**
  - vii. Organization **(2 Marks)**
- b) Highlight three ethical and three societal issues to the development and use of information technology **(3 Marks)**
- c) Using a simple diagram, explain the key system application in the information system. **(8 Marks)**
- d) Briefly indicate two ways that help competitive advantage in information system **(2 marks)**
- e) Outline three factors that could influence the choice of an information system. **(3Marks)**

## **SECTION B:**

### **QUESTION TWO**

- 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)**
- c) Explain three reasons why most threats to an organization's information system are contributed by insiders. **(6 Marks)**
- d) State two ways for preparing against insider threats. **(2Marks)**

### **QUESTION THREE**

- a) Explain the approaches that can be adopted to make Management Information System 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)**

### **QUESTION FOUR**

- a) Friends Hotel is in the process of developing a new information system. A few managers are reluctant to embrace the new information system.

Required.

- i. Identify the most suitable methods of system changeover to apply in the above scenario. **(6 Marks)**
  - ii. Outline four advantages associated with the method identified in **(4)** (a) above. **(4 Marks)**
- b) Discuss 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)**

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