



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY
EXAMINATIONS 2018/2019 ACADEMIC
YEAR
FIRST YEAR SECOND SEMESTER**

**SCHOOL OF SCIENCE & INFORMATION
SCIENCES
UNIVERSITY EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF
COMMERCE**

**COURSE CODE: BCM 1209
COURSE TITLE: BUSINESS
INFORMATION SYSTEMS**

INSTRUCTIONS TO CANDIDATE:

Attempt question ONE and any other TWO questions.

This paper consists of 3 printed pages. Please turn over.

QUESTION ONE

(a) Answer the following questions: **(5 marks)**

- i. The intersection between a row and a column in a spreadsheet package is
- ii. is a set of components that operate together to achieve a common objective.
- iii. are rules to measure performance in an organization.
- iv. The process of breaking down a system into various components for efficient and effective allocation of resources and to ensure that each component meets its resource requirement is called.....
- v. is set of exclusive rights granted by a sovereign state to an inventor for a limited period of time in exchange for detailed public disclosure of an invention.

(b) Study the following table containing a sample set of data created in a spreadsheet software. Fill in the table that follows. **(5 marks)**

Formula	
=Count (A1:A5)	
=Min (A1:A3, 100)	

=Max (A1, A5)	
=Average (A1, A3)	
=CountA (A1, A5)	

- (c) Give various situations that would necessitate change of information systems in an organization.
(10 marks)
- (d) Discuss the components of a control system. **(10 marks)**

QUESTION TWO

- (a) Discuss how the Internet and its services can be used to improve performance in an organization.
(10 marks)
- (b) Discuss the different topologies that can be used to build networks in organizations. **(10 marks)**

QUESTION THREE

- (a) Discuss the ethical issues that arise in the course of developing and deployment of information systems in business organizations.
(10 marks)
- (b) Discuss the pros and cons of allowing companies to amass personal data for target marketing.
(10 marks)

QUESTION FOUR

- (a) Explain how information systems are transforming businesses.
(5 marks)
- (b) Information systems support different types of decisions at different levels of the organizational hierarchy and for each functional area in the organization, the levels of organizational hierarchy can be identified with its corresponding information systems serving these

levels. Discuss in detail this decision making process in the formal organizations **(10 marks)**

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