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UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR

END OF SEMESTER EXAMINATION
FOURTH YEAR SEMESTER ONE EXAMINATION

FOR THE DEGREE OF
(INFORMATION TECHNOLOGY)

COURSE CODE: BIT 414

COURSE TITLE: MANAGEMENT INFORMATION SYSTEM

DATE: 14/12/2023

TIME: 9.00A.M- 11.00A.M

INSTRUCTIONS

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (COMPULSORY) [30 MARKS]

- a. Differentiate between: **[4 marks]**
- i) Operating system and application software
 - ii) Information system and information technology
- b. In the era of globalization and digital transformation, the digital divide remains a significant concern. Explain the impact of globalization on the digital divide. **[5 marks]**
- c. The use of management information systems came with benefits to organizations that embraced them. Discuss **[6 marks]**
- d. Information systems serve diverse purposes and cater to different needs within an organization. Explore the various types of users of information systems **[6 marks]**
- e. Given that an investment is expected to yield cash flows of £12,000 annually for the next 3 years and the initial cost of the investment is £36,000. Calculate the Accounting Rate of Return. **[5 marks]**
- f. Deliberate four components of an information system **[4 marks]**

SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO [20 MARKS]

- a. Using a well labeled diagram, describe the porter's five forces model and state how it is used to analyze the competitiveness of an organization **[10 marks]**
- b. In the era of rapidly advancing information systems, ethical and legal considerations are integral to responsible use of systems. Discuss the ethical and legal implications of information systems within organizations. **[10 marks]**

QUESTION THREE [20 MARKS]

- a. As technology continues to evolve, so do the trends in Management Information Systems. Explore and discuss current trends in MIS that are shaping the way organizations manage information and make decisions and explain how they are influencing the design and functionality of MIS **[8 marks]**
- b. With the use of a well labeled diagram, discuss the six types of information systems. **[12 marks]**

QUESTION FOUR [20 MARKS]

- a. Using examples, discuss the four types of information **[8 marks]**
- b. In the digital age, information security is paramount for organizations to safeguard sensitive data and maintain the trust of stakeholders. Discuss the components of the Information Security Risk Management process. **[12 marks]**

QUESTION FIVE [20 MARKS]

- a. Argue for and against the fact that Information Technology is a source of competitive advantage in organizations **[10 marks]**
- b. In the digital era, organizations heavily depend on various systems to facilitate and optimize their business processes. Identify and discuss five key systems that are essential for supporting business processes in an organization. **[10 marks]**