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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF ECONOMICS AND FINANCE

Date: 16th April, 2024
Time: 11.30am –1.30pm

KFC 2100 – ECONOMICS COMPUTER APPLICATIONS

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

ABC Corporation, a multinational conglomerate, is undergoing a digital transformation to enhance its operational efficiency and competitiveness in the market. As part of this initiative, the company is adopting advanced information technology solutions and revamping its existing information systems infrastructure.

- a) Identify and discuss three challenges that organizations may encounter when integrating information technology into their operations. (6 marks)
- b) Explain the process of requirements analysis for implementing an information system in an organization like ABC Corporation. (6 marks)
- c) What factors should be considered when identifying the specific needs and objectives of the organization? (6 marks)
- d) Assess the information requirements of modern organizations like ABC Corporation in the context of their business operations and strategic goals. (6 marks)
- e) How can effective utilization of information technology contribute to achieving strategic objectives and gaining a competitive edge in the market? (6 marks)

QUESTION TWO (20 MARKS)

- a) For an MIS to function optimally, different components must work in harmony. Using examples discuss the following components of an MIS.
 - i) Data, Information and knowledge component (3 Marks)
 - ii) Hardware, software and network component (3 Marks)
 - iii) Procedures/Process/task/system component (3 Marks)
 - iv) Integration/interoperability component (3 Marks)
 - v) User/Administration/Management component (people) (3 Marks)
- b) Explain how Information Systems contribute to performance monitoring and evaluation in organizations (5 Marks)

QUESTION THREE (20 MARKS)

- a) Information systems just like other economic resources such as human, material and equipment resources must be managed
 - i) Examine four reasons why managing information systems and technology are just as important as other resources. (8 Marks)
 - ii) Describe five technology and business trends that have enhanced the role of information systems in today's competitive business environment (5 Marks)
- b) Discuss the importance of thorough requirements analysis in the acquisition of information systems for organizations (7 Marks)

QUESTION FOUR (20 MARKS)

- a) Identify Four challenges and possible solutions facing current Information Systems in an organization (8 Marks)
- b) Explain the role of Enterprise Resource Planning (ERP) systems in facilitating organizational planning. (6 Marks)
- c) With relevant examples describe the data-information processing cycle (6 Marks)

QUESTION FIVE (20 MARKS)

You have recently been appointed as a manager of a Pambazuka Company Limited, where your work is to handle customers' orders and complains. Due to your good performance you have been promoted to head the operations department. Within the next one year, you get promoted to a senior level management position in the organization. Based on the above progress;

- a) Describe the three levels of management you are likely to have served in and the roles of each level. (6 Marks)
- b) In each level of management, you are likely to have used different information systems. Discuss the following types of Information Systems by **defining** the **key characteristics**, **examples** and **roles** of each in the organization.
 - i) Transaction Processing Systems (TPS) (5 Marks)
 - ii) Decision Support Systems (DSS) (5 Marks)
 - iii) Executive Information System (EIS) (4 Marks)