



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOURTH YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE BACHELOR OF SCIENCE IN COMPUTER SCIENCE**  
**KCS 408 – MANAGEMENT INFORMATION SYSTEMS**

Date: 04<sup>TH</sup> December 2023  
Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Describe the fundamental characteristics of a management information system (6 Marks)
- b) Explain the areas of the organization that are supported by the management information system (6 Marks)
- c) Discuss the characteristics of quality information (6 Marks)
- d) Explain why organizations require a Management Information System (6 Marks)
- e) Describe any system threats that result in the failure of an implemented MIS (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss and provide examples of how new technology/information systems can be used to give both small and large businesses a competitive advantage (10 Marks)
- b) Briefly discuss the benefits and drawbacks of using packaged software rather than developing customized software (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Briefly describe the stages of a structured systems development method with which you are familiar (10 Marks)
- b) Information systems must be designed in an efficient and effective manner. Describe Five methods you would use to accomplish this (10 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe four different types of maintenance that can be performed on an information system (8 Marks)
- b) Create a diagram that depicts the flow of management information within a business organization. Identify the three main levels, as well as the types of information and software that are typically used at each level (12 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain the functions, necessary skills, and qualifications for the following roles in a large IT department:
  - i) Systems analyst (4 Marks)
  - ii) Database designer (4 Marks)
  - iii) Network administrator (4 Marks)
- b) Discuss the statement that "the implementation of an information system has faced a number of challenges and destructive security threats arising from the automation of business processes" (8 Marks)