GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS

JANUARY – APRIL 2026 SEMESTER

BSC IN COMPUTER SCIENCE/BCOM/HOSPITALITY

COURSE CODE: BCBA 302

COURSE TITLE: MANAGEMENT INFORMATION SYSTEMS

DATE:08 APRIL 2026 **TIME: 2 HOURS**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: *All exam rooms are under CCTV surveillance during the examination period.*

SECTION A: COMPULSORY

Question One

a) Define the following terms as used in Management Information Systems:

i. Information System **[2 Marks]**

ii. Transaction Processing System (TPS) **[2 Marks]**

iii. Executive Support System (ESS) **[2 Marks]**

b) State four components of management information system **[2 Marks]**

c) Describe three types of information system that could be used across all levels of management **[6 Marks]**

d) Many organizations in Kenya install a transaction process system. Explain two reasons for this **[4 Marks]**

e) Ujuzi institute intends to streamline its decision making through the use of information system. Describe three types of decisions that could be streamlined **[6 Marks]**

f) Highlight the four challenges of information system implementation in an organization **[2 Marks]**

g) With an aid of a diagram, explain the process of decision making **[4 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

a) List two types of processing for transaction processing system **[2 Marks]**

b) Explain the characteristics of the following types of information system **[6 Marks]**

i. Transaction processing system

ii. Decision support system

iii. Executive support system

c) A well known telecommunications company wants to invest in information systems. Explain

how it would benefit from such **[5 Marks]**

d) Explain two approaches through which an information system could lead to fewer levels of management in a typical organization **[4 Marks]**

e) Define office automation system and give two examples of OAS **[3 Marks]**

Question three

a) Differentiate between structured and unstructured decisions **[4 Marks]**

b) Futuregen Company acknowledges that personnel are core to a secure information system. Explain three mechanisms that the Company's personnel may use to enhance this **[6 Marks]**

c) Explain the strategies that an organization can implement to gain competitive advantage **[6 Marks]**

d) Describe any two components of an expert system **[4 Marks]**

Question Four

a) List any four features that all organizations have in common **[4 Marks]**

b) Explain two approaches to information system **[4 Marks]**

c) A multinational organization intends to implement a new information system. Describe three levels of planning that would be necessary for successful implementation **[6 Marks]**

d) Explain the stages of the information system development **[6 Marks]**

Question five

a) Discuss the Value Chain Model and explain how organizations can leverage information systems at each stage. **[10 Marks]**

b) Compare MIS and DSS in terms of characteristics, inputs, processing and outputs.

[10 Marks