



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

CITY CAMPUS

P.O. Box 62157
00200 Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084
E-mail: academics@cuea.edu

MAIN EXAMINATION

JANUARY – APRIL 2017 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF ACCOUNTING AND FINANCE

REGULAR PROGRAMME

CID 093: MANAGEMENT INFORMATION SYSTEMS

Date: APRIL 2016

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) What are the most important tools and technologies for safeguarding information resources in an organization. **(10marks)**
- b) Giving relevant examples where applicable, differentiate the different types of information needed in different levels of management **(10Marks)**
- c) Briefly explain, the functions of Management information Systems in an organization **(10Marks)**
- Q2. a) Information quality is instrumental in making quality decision, discuss the characteristics of good information **(10 Marks)**
- b) What is Document management, give two benefits of document management in an organization **(4 Marks)**
- c) Define the following terms:
- i) Data ware house **(2Marks)**
 - ii) Database **(2Marks)**
 - iii) Data mining **(2Marks)**
- Q3. a) What is Knowledge Management System (KMS)? **(2 Marks)**
- b) Discuss the role of Knowledge Management Systems (KMS) in any business enterprise of your choice **(10 Marks)**

- c) Briefly explain, the components of a contemporary computer system?
(8Marks)
- Q4. a) Discuss the role of m-commerce in business, and what are the most important m-commerce applications?
(10Marks)
- b) Identify and describe, the THREE Customer Relationship Systems ((CRM) used in business enterprises
(10 Marks)

END