



# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

**A. M. E. C. E. A**

**MAIN EXAMINATION**

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

**AUGUST – DECEMBER 2018 TRIMESTER**

**FACULTY OF ARTS AND SOCIAL SCIENCES**

**DEPARTMENT OF DEVELOPMENT STUDIES**

**ODEL PROGRAMME**

**SDS 108: INTRODUCTION TO MANAGEMENT INFORMATION SYSTEMS**

**Date: DECEMBER 2018**

**Duration: 2 Hours**

**INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions**

- Q1. a) State and explain **Three** Components of a Management Information system **(6Marks)**
- b) Discuss the benefits of a management information system in organizations under the following subheadings;  
i) Economic impact  
ii) Strategy  
iii) Decision making **(6Marks)**
- c) Briefly Explain **three** characteristics of a good management information system **(6Marks)**
- d) Discuss **three** types of decisions that are made in organizations **(6Marks)**
- e) Explain how a good Information system promotes Total Quality Management. **(6Marks)**
- Q2. a) Discuss any five types of information systems **(10marks)**
- b) Discuss the importance of considering the organizational behavior in systems development **(10marks)**
- Q3. a) Briefly discuss the steps involved in systems development **(10marks)**

- b) What is knowledge management, Explain any four procedures undertaken in knowledge management **(10marks)**
- Q4. a) Discuss five ways in which an organization can increase its competitive advantage with the help of a good management information systems. **(10marks)**
- b) Discuss the features of a good project management Information system **(10Marks)**
- Q5. a) Discuss three approaches used in system development and two advantages of each. **(10marks)**
- b) Discuss any benefits of information systems **(10marks)**

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