



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2019 TRIMESTER

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF DEVELOPMENT STUDIES

ODEL PROGRAMME

SDS 108: INTRODUCTION TO MANAGEMENT INFORMATION SYSTEMS

Date: APRIL 2019

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 the processes of knowledge Management **(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) Discuss any FIVE types of information Systems **(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 FIVE benefits of information systems in organizations
(10marks)

END