



**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR SEPTEMBER/DECEMBER 2023/2024 DIPLOMA IN  
COMPUTER SCIENCE/INFORMATION TECHNOLOGY/ DIPLOMA IN  
BUSINESS INFORMATION TECHNOLOG**

**COURSE CODE: RCS 036, RCS 030 COURSE UNIT: MANAGEMENT  
INFORMATION SYSTEMS**

DATE: APRIL

TIME: 2 HOURS

**GENERAL INSTRUCTIONS:**

Students are NOT permitted to write on the examination paper during examination time.  
This is a closed book examination. Text book/Reference books/notes are not permitted.

**SPECIAL INSTRUCTIONS:**

This examination paper consists Questions in Section A followed by section B.

Answer Question 1 and any Other Two questions.

QUESTIONS in ALL Sections should be answered in answer booklet(s).

- 1. PLEASE start the answer to EACH question on a NEW PAGE.**
- 2. Keep your phone(s) switched off at the front of the examination room.**
- 3. Keep ALL bags and caps at the front of the examination room and DO NOT refer to ANY unauthorized material before or during the course of the examination.**
- 4. ALWAYS show your working.**
- 5. Marks indicated in parenthesis i.e. ( ) will be awarded for clear and logical answers.**
- 6. Write your REGISTRATION No. clearly on the answer booklet(s).**
- 7. For the Questions, write the number of the question on the answer booklet(s) in the order you answered them.**
- 8. DO NOT use your PHONE as a CALCULATOR.**
- 9. YOU are ONLY ALLOWED to leave the exam room 30minutes to the end of the Exam.**
- 10. DO NOT write on the QUESTION PAPER. Use the back of your BOOKLET for any calculations or rough work.**

## **QUESTION ONE: 30 MARKS – COMPULSORY**

### **QUESTION ONE**

- (a) Define a business model. **[2 Marks]**
- (b) Briefly explain how the following information systems are used in organizations and what level they serve within the organization
- i. Decision Support Systems **[3 Marks]**
  - ii. Executive support systems **[3 Marks]**
  - iii. Knowledge work support system **[3 Marks]**
  - iv. Management information system **[3 Marks]**
- (c) Explain the significance of strategic planning for organizations and identify five approaches to planning. **[7 Marks]**
- (d) Discuss three mechanisms for acquiring an information system, giving an advantage and disadvantage of each mechanism. **[9 Marks]**

### **QUESTION TWO**

- (a) A system can be said to be open or closed system, explain **[2 Marks]**
- (b) Describe the key features of strategic management **[4 Marks]**
- (c) Mwanzi enterprises has been in business for the last ten years and a lot of changes have taken place in the business environment. Discuss four strategies that this enterprise can employ to remain relevant in the business environment. **[8 Marks]**

- (d) Describe six factors an organization should consider when selecting an information system. **[6 Marks]**

### **QUESTION THREE**

- (a) Differentiate between strategic control and operational control. **[4 Marks]**
- (b) How does organizational culture influence the performance of an organization? **[6 Marks]**
- (c) Discuss Earl's multiple methodology for integrating business strategy with information system strategy. **[10 Marks]**

### **QUESTION FOUR**

- (a) Define a system and identify the elements that make up a system. **[4 Marks]**
- (b) Explain the processes of strategic information system planning. **[6 Marks]**
- (c) Discuss five change management solutions for end user resistance to the implementation of new e-business strategies and applications. **[5 Marks]**
- (d) Discuss five reasons why some organizations succeed while others fail. **[5 Marks]**

### **QUESTION FIVE**

- (a) A manager under competitive pressure is considering a new application of IS that will displace 5 employees. The employees will not be able to find similar jobs elsewhere with their current skills.
- i. Advise the organization on whether to proceed or withdraw the plan **[6 Marks]**
- ii. Where the organization opts to proceed with the project, give two ethical measures the organization can undertake to mitigate on the negative impact on the employees lives. **[4 Marks]**
- (b) An IT project manager is expected to define time, cost and staff elements for a given project before it commences. Outline the significance of these elements. **[10 Marks]**