



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## UNIVERSITY EXAMINATIONS 2023/2024

SECOND YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF  
BACHELOR OF BUSINESS INFORMATION TECHNOLOGY AND BACHELOR OF  
SCIENCE IN INFORMATION TECHNOLOGY

### CIT 3251: MANAGEMENT INFORMATION SYSTEMS

DATE: APRIL 2024

TIME: 2 HOURS

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**INSTRUCTIONS: Answer Question ONE and any other TWO questions.**

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#### QUESTION ONE (30 MARKS)

- a) i) Define Management Information Systems (MIS) and; [2 Marks]  
ii) Explain the significance of MIS in modern organizations. [2 Marks]
- b) Outline the characteristics and benefits of enterprise resource planning (ERP) systems. [4 Marks]
- c) Explain the concept of knowledge management systems (KMS) and their significance in organizations. [4 Marks]
- d) Mention any four ways that networking of enterprises has transformed organizations [4 Marks]
- e) Discuss any three ethical considerations associated with the use of information systems. [6 Marks]
- f) Briefly describe any three components of an MIS infrastructure and their functions. [8 Marks]



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

## QUESTION TWO (20 MARKS)

- a) Discuss any two challenges and two opportunities of mobile computing in information systems [4 Marks]
- b) State any two benefits of customer relationship management systems. [4 Marks]
- c) Describe the process of Information systems development [12 Marks]

## QUESTION THREE (20 MARKS)

- a) Describe the concept and applications of the following in information systems.
  - i. Data mining [3 Marks]
  - ii. Data Warehousing [3 Marks]
  - iii. Cloud Computing [3 Marks]
- b) Describe total quality management, and the role of information systems in achieving it. [3 Marks]
- c) Explain how information systems influence organizational change. [8 Marks]

## QUESTION FOUR (20 MARKS)

- a) Briefly describe five categories of information systems commonly used in organizations. [10 Marks]
- b) Outline the stages of decision making and explain how information systems support each stage. [8 Marks]
- c) Mention the two tools and techniques used to analyze the strategic value of information systems in organizations. [2 Marks]

## QUESTION FIVE (20 MARKS)

- a) Discuss any five information systems security threats, and their corresponding controls [10 Marks]
- b) Discuss the principles that guide the development of effective management information systems. [10 Marks]

