



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2024/2025

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE BACHELOR OF  
SCIENCE IN PURCHASING AND SUPPLIES MANAGEMENT

### CIT 3251/ CIT 3300: MANAGEMENT INFORMATION SYSTEMS

DATE: JANUARY 2025

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) Describe a system with appropriate examples (3 Marks)
- b) Discuss the four factors considered when deciding the kind of an information system an organization needs (8 marks)
- c) Mention the stages followed when developing a management information system (10 marks)
- d) Differentiate between the following terms;
  - i) ERP and MRP I (2 Marks)
  - ii) Computer Aided Design and Computer Aided Manufacturing (2 Marks)
  - iii) Real time processing and Batch processing (2 Marks)
- e) Explain the strategies used to secure an information system from any 3 security threats (3 Marks)

#### QUESTION TWO (20 MARKS)

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- a) Mention the two components of an expert system (2 Marks)
- b) Using appropriate examples, explain any three roles of Internet in enhancing growth and development of enterprises (9 Marks)
- c) outline the importance of artificial intelligence (AI), clearly show how AI is revolutionizing at least three areas of economy (9 Marks)

**QUESTION THREE (20 MARKS)**

- a) State-any three components of a decision support system (3 Marks)
- b) Briefly describe the two techniques used to determine the strategic role of Information systems in organizations (8 Marks)
- c) Information systems have both social or behavioral and technical orientations, discuss (9 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Management information systems are developed to help the managers in decision making. Describe the four stages of decision making, clearly showing the information systems supporting each of the stages (Hint; for each stage provide one information system) (12 Marks)
- b) Discuss the following four sources of organizational change;
- i) Paradigm shift (2 Marks)
  - ii) Rationalization (2 Marks)
  - iii) Total quality management (2 Marks)
  - iv) Six Sigma (2 marks)

**QUESTION FIVE (20 MARKS)**

- a) Outline the four functions of a manager (4 Marks)
- b) A manager of information systems must have both technical and soft skills. Discuss any four technical skills and four soft skills that an information systems manager must possess (8 Marks)
- c) Using a diagram, show the four categories of information systems as matched to the level of management they serve (8 Marks)