

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

MANAGEMENT INFORMATION SYSTEMS & E-COMMERCE

CBU 2109

First Semester Examination Paper

December 2014

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Mrs J. Mwenje

INSTRUCTIONS TO CANDIDATES

1. Answer any **four** (4) questions

INFORMATION TO CANDIDATES

1. All questions carry 25 marks each.
2. Questions may be answered in any order.
3. Credit will be given for the use of appropriate examples.
4. This paper contains seven questions.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25
7.	25

Question 1

‘To get the most benefit from value chain analysis, it should be tackled in a logical way with clear objectives for each stage’. Discuss in relation to management information systems in an organisation. **[25 marks]**

Question 2

What are the main issues to do with the security of information systems? **[25 marks]**

Question 3

How would a Decision Support System (DSS) be useful to an educational institute at tertiary level? **[25 marks]**

Question 4

Describe the following:

- a. Diagnostic information **[5 marks]**
- b. Predictive information **[5 marks]**
- c. Data Base Management Systems (DBMS) **[5 marks]**
- d. Business suitability to E-Commerce **[5 marks]**
- e. E-Business Models **[5 marks]**

Question 5

Information systems assist in the decision making process. Assess this statement using the problem solving process. **[25 marks]**

Question 6

Management Information Systems (MIS) support a manager in his functional and managerial roles. Analyse. **[25 marks]**

Question 7

‘The Human Resources Information System is important both to the human resources department and the organisational as a whole’. Discuss. **[25 marks]**

END OF EXAMINATION PAPER