

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS MANAGEMENT
BACHELOR OF COMMERCE (HONOURS) DEGREE IN MANAGEMENT
MANAGEMENT INFORMATION SYSTEMS AND E-COMMERCE- CBU 2109
SUPPLEMENTARY EXAMINATION – AUGUST 2013
TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

Answer any **Four** questions.

INFORMATION TO CANDIDATES

- (i) All questions carry **25** marks each.
- (ii) Questions may be answered in any order.
- (iii) Credit will be given for the use of appropriate examples.
- (iv) This paper contains **Seven** Questions.

QUESTION 1

'Management information systems can be categorized into operational support systems and management support systems.' Discuss these two categories giving practical examples for each one. **[25 marks]**

QUESTION 2

Discuss the major forces that drive E-Commerce. **[25 Marks]**

QUESTION 3

Demonstrate your understanding of the following management information system terms:-

- (a) Operational level Human Resource Systems **[5 Marks]**
- (b) Tactical Level Manufacturing and Production Systems **[5 Marks]**
- (c) Gorry and Scott Morton's two dimensional framework **[5 Marks]**
- (d) B2B E- Commerce **[5 Marks]**
- (e) E-Commerce planning. **[5 Marks]**

QUESTION 4

Using the Human Resources Information Systems (HRIS), discuss how a manager at the strategic level would use the labour force forecasting systems and the succession planning systems.

[25 Marks]

QUESTION 5

'The principal objective of Decision Support System (DSS) is to support decision making.' With the aid of examples describe each of the following:-

(a) Simulation

[8 Marks]

(b) Optimisation

[8 Marks]

(c) Forecasting.

[9 Marks]

QUESTION 6

Describe the security threats associated with any Internet system and the countermeasures which you would recommend.

[25 Marks]

QUESTION 7

Discuss value addition by management information systems to:

(a) Process

[5 Marks]

(b) Product

[5 Marks]

(c) Quality

[5 Marks]

(d) Management

[5 Marks]

(e) Problem solving and decision making.

[5 Marks]

END OF EXAMINATION