

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

**MASTER OF SCIENCE DEGREE IN LIBRARY
AND INFORMATION SCIENCE**

STAGE I SECOND SEMESTER AUGUST 2011 SUPPLEMENTARY EXAMINATIONS

ILI 5107: MANAGEMENT INFORMATION SYSTEMS

TIME: 3 HOURS

Instruction to candidates

1. Answer any four (4) questions.
 2. Each question carries 25 marks.
 3. Give equal time to all questions.
 4. Importance is attached to accuracy, clarity and legibility of handwriting.
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1. As an information systems consultant who is experienced in facilitating information system projects aimed at improving manual processes, eliminating bureaucracy and increasing efficiency, an insurance organisation has consulted you to assist improve a devastating situation they are experiencing. Information retrieval is manual and some of the documents in client files are missing. It takes too long to attend to a client's query and to process a claim. When a claim is made by a client who was registered in another town, a fax has to be sent to the branch. The organisation uses a four-in-one Lexmark printer to fax the documents. Their four-in-one printer is out for repair almost once every quarter resulting in low morale among the staff. Most of the staff find it difficult to send a fax or scan documents using the available printer. Some prefer faxing their documents at the nearby post office; claiming the machine is not user friendly. The organization that supplied the printer claims that the machine is being misused and that staff need practical training.
 - 1.1 Within the spectrum of organisational change, how would rationalization of procedures, business reengineering and paradigm shifts impact on this information centre? (15 marks)
 - 1.2 Explain how this organization can benefit from a Group Decision Support System? (10 marks)
2. Evaluate the contributions of the library and information science profession to the observance of 'good' ethics in an information society. (25 marks)

3. Discuss issues to be considered regarding social networks such as Facebook, Twitter, etc, when developing an Information System policy for an information centre of your choice. (25 marks)
- 4.1 Assess the measures that an organization can take to enhance the quality of its software and data in any Information System. (15 marks)
- 4.2 Explain the role of auditing in the operation of an Information System. (10 marks)
5. Discuss how information systems use fuzzy logic, expert systems and neural logic for competitive advantage. (25 marks)
6. Examine the inputs, outputs and activities of each stage of the MIS development life cycle. (25 marks)

END OF PAPER