



KENYATTA UNIVERSITY
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE AND BACHELOR OF RECORDS AND INFORMATION
TECHNOLOGY

ISC 207 :MANAGEMENT INFORMATION SYSTEMS

2ND TRIMESTER 2022/2023

TIME: 2 HOURS

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions

1. (a) Explain, using an appropriate illustration, the decision making process clearly highlighting the kind of systems used at each level. (15 marks)
- (b) Discuss the contribution of information system to Total Quality Management of information centers. (10 marks)
- (c) Identify the components of an information systems. (5 marks)

2. Using appropriate examples, explain the competitive forces model and describe the strategies organizations can adopt to counter the competitive forces. (20 marks)

3. Explain the similarities and differences between organizations using appropriate examples. (20 marks)

4. (a) Explain the strategies adopted by information centers in dealing with under resistance to information system. (10 marks)
- (b) Explain the functions of a Transaction Processing System in an information centre. (10 marks)

5. (a) Explain the components of a document imaging system. (10 marks)
- (b) Explain the reasons why information centers are investing heavily in computer based information systems. (10 marks)