

The  
Management  
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**UNDERGRADUATE UNIVERSITY EXAMINATIONS**

**SCHOOL OF MANAGEMENT AND LEADERSHIP**

**DEGREE OF BACHELOR OF MANAGEMENT AND LEADERSHIP/ BACHELOR  
OF COMMERCE/ BACHELOR OF DEVELOPMENT STUDIES**

**UCU 403/UCU 301/ BCM 423: BUSINESS MANAGEMENT INFORMATION  
SYSTEMS**

**DATE: 9<sup>th</sup> AUGUST 2023**

**DURATION: 2 HOURS**

**MAXIMUM MARKS: 70**

**INSTRUCTIONS:**

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

**QUESTION ONE**

Read the Case Study below carefully and answer the questions that follow:

**THE RESTAURANT INFORMATION SYSTEM**

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a salad, the hot-item printer if it is a hot sandwich or the bar printer if it is a drink. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

**Required:**

- a) In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? [5 Marks]

- b) Using (a) above assess information type that would be required to make such decisions [5 Marks]
- c) Examine what would make the system a more complete MIS rather than just doing transaction processing [5 Marks]
- d) Explain the probable effects that making the system more formal would have on the customers and the management. [5 Marks]
- e) Explain Four major security threats that the organisation is likely to face as a result computer system [5 Marks]

### QUESTION TWO

- a) Explain the stages of the information system development and provide examples where applicable [8 Marks]
- b) Assess how enterprise applications and intranets promote business process integration and improve organizational performance. [4 Marks]
- c) Outline Three characteristics of a decision support systems (DSS). [3 Marks]

### QUESTION THREE

- a) The continuing development and improvement of information technology has revolutionized today's business enterprise by changing the structure of the organization, the nature of operations and the management process. Using relevant examples, discuss this statement. [9 marks]
- b) Describe the Three dimensions of information systems. [6 marks]

### QUESTION FOUR

- a) Explain the following types of information systems; [9 Marks]
  - i. Transaction processing system

ii. Decision support system

iii. Executive support system.

- b) A well-known telecommunications company wants to invest in information systems. Explain how it would benefit from such an investment. [6Marks]

#### QUESTION FIVE

- a) Discuss any four information systems changeover strategies [8 Marks]
- b) Elucidate how data mining can improve business performance and decision making. [7 marks]

#### QUESTION SIX

- a. Describe THREE major global issues associated with information systems [6Marks]
- b. Discuss THREE tangible benefits of information systems to an organization [6Marks]
- c. Explain the concept of digital firm [3marks]