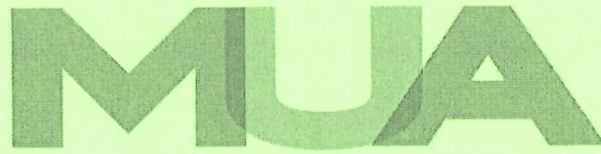


The
Management
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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF COMMERCE

MGT 314: INNOVATION AND MANAGEMENT

DATE: 10TH AUGUST 2018

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:

FOUNDATIONS OF INFORMATION SYSTEMS

Information is the basis for every decision taken in an organization. The efficiency of management depends upon the availability of regular and relevant information. The main object of management information is to obtain the required information about the operating results of an organization regularly in order to use them for future planning and control.

The old techniques like intuition, rule of thumb, personal whim and prestige, etc. are now considered useless in the process of decision taking. Modern management is constantly on look out for such quantitative and such information, which can help in analyzing the proposed alternative actions and choosing one as its decision. Thus, modern management functions are information-oriented more popularly known as "*management by information*". And the system through which information is communicated to the management is known as "*management information system (MIS)*". The management needs full information before taking any decision. Good decisions can minimize costs and optimize results. Management information system can be helpful to the management in undertaking management decisions smoothly and effectively.

MIS is viewed and used at many levels by management. It should be supportive of the institution's longer term strategic goals and objectives. To the other extreme it is also those everyday accounting systems that are used to ensure basic control is maintained over financial record keeping activities.

MIS plays very vital role in the management, administration and operation of the organization. The system ensures that an appropriate data is collected from various sources, processed and sent further to all the needy destinations

Required:

- a) Explain five management opportunities posed by the role of information systems. (5 marks)
- b) Examine five advantages of computer systems. (10 marks)
- c) Explain five challenges posed by information systems. (10 marks)

QUESTION TWO

- (a) Highlight five structural characteristics of all organizations (10 marks)

- (b) Describe five application control used in information systems. (5 marks)

QUESTION THREE

- a) Discuss four kinds of structural organization change that are enabled by information technology (10 marks)
- b) Explain five moral dimensions that managers should consider. (5marks)

QUESTION FOUR

- a) Discuss five factors that contribute to the overall success of process re- engineering initiatives. (10 marks)
- b) Explain five ways in which managers can stimulate his own creativity and encourage it among employees. (5marks)

QUESTION FIVE

Describe the innovation process that may be adopted by managers in an organization. (15marks)

QUESTION SIX

- a) Evaluate five benefits of business process reengineering (10marks)
- b) Highlight five characteristics of a system. (5marks)

