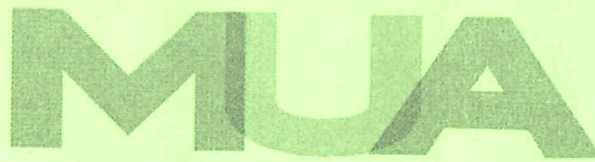


The
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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF ARTS IN DEVELOPMENT STUDIES/
BACHELOR OF COMMERCE AND BACHELOR OF
MANAGEMENT AND LEADERSHIP

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

DATE: 5TH AUGUST 2024

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:

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 systems feature 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 are 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 reference to the above case study, In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control? What information would you require to make such decisions

[10 Marks]

- B) Using the above case study, discuss what would make the system a more complete MIS rather than just doing transaction processing? [5 Marks]
- C) In reference to the above case study, Explain the probable effects that making the system more formal would have on the customers and the management.s

[10 Marks]

QUESTION TWO

- A) Describe the characteristics of information and its significance in decision-making. [10 Marks]
- B) Evaluate the benefits and challenges associated with ERP. [5 Marks]

QUESTION THREE

- A) Evaluate the significance of using spreadsheets in Business Information Systems. [10 Marks]
- B) Analyze different sources of information and their relevance in a business context. [5 Marks]

QUESTION FOUR

- A) Assess the strategic importance of addressing the "Information investment challenge" in today's fast-paced business environment. What are the risks of underinvesting in information systems? [10 Marks]
- B) List 5 characteristics of information [5 Marks]

QUESTION FIVE

- A) Discuss the challenges associated with Information investment in organizations. [10 Marks]
- B) Explain the key concepts of Systems Thinking as a foundation for understanding Information Systems. [5 Marks]

QUESTION SIX

A) Discuss the methods of distribution and dissemination of information in organizations. **[10 Marks]**

B) Analyze the challenges related to Information Architecture and Infrastructure. **[5 Marks]**

QUESTION TWO

A). Kwak has the following assets and liabilities as on 31 April 2023:

| | £ |
|---------------|--------|
| Creditors | 15,800 |
| Equipment | 46,000 |
| Motor Vehicle | 25,160 |
| Stock | 24,600 |
| Debtors | 23,080 |
| Cash at bank | 29,120 |
| Cash in hand | 160 |

During the first week of May 2023 Kwak:

- a. Bought extra equipment on credit for £5,520.
- b. Bought extra stock by cheque £2,280.
- c. Paid creditors by cheque £3,160.
- d. Debtors paid £3,360 by cheque and £240 by cash.
- e. Kwak put in extra £1,000 cash as capital.

Required:

- i. Determine the capital as at 1st May 2023. (5 marks)
- ii. Draw up a balance sheet after the above transactions have been completed. (10 marks)

QUESTION THREE

- A. Compare and contrast, a limited company and an unlimited partnership (10 marks)
- B. Propose how accountants can make use of the media (5 marks)

QUESTION FOUR

- A. The financial year of Kisinga ended on 31 December 2022. Show the ledger accounts for the following items including the balance transferred to the necessary part of the final accounts, also the balances carried down to 2023:
- i. Motor expenses: Paid in 2002 £7,440; Owing at 31 December 2002 £2,800.
 - ii. Insurance: Paid in 2002 £42,000; Prepaid as at 31 December 2002 £3,500.
 - iii. Stationery: Paid during 2002 £18,000; Owing as at 31 December 2001 £25,000; Owing as at 31 December 2002 £49,000.
 - iv. Rates: Paid during 2002 £95,000; Prepaid as at 31 December 2001 £2,200; Prepaid as at 31 December 2002 £2,900.
 - v. Seamers sub-lets part of the premises. Receives £5,500 during the year ended 31 December 2002. Tenant owed Seamers £1,800 on 31 December 2001 and £2,100 on 31 December 2002 **(10 marks)**
- B. Propose any five reasons why accounting records of a sole proprietor may fail to conform to the double entry system of book keeping **(5 marks)**

QUESTION FIVE

Draw up a profit and loss appropriation account for the year ended 31 December 2022 and balance sheet extracts at the date, from the following: **(15 marks)**

- i. Net profits £30,350
- ii. Interest to be charged on capitals: W £2,000; P £1,500; H £900
- iii. Interest to be charged on drawings; W £240; P £180; H £130
- iv. Salaries to be credited: P £2,000; H £3,500.
- v. Profits to be shared: W 50%; P 30%; H 20%.
- vi. Current accounts: balances b/f W £1,860; P £946; H £717
- vii. Capital accounts: balances b/f W £40,000; P £30,000; H £18,000
- viii. Drawings: W £9,200; P £7,100; H £6,900.