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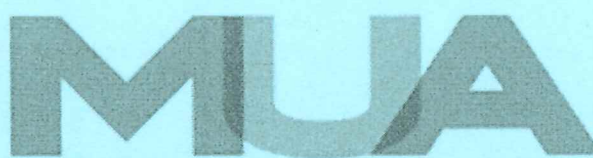
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## UNDERGRADUATE UNIVERSITY EXAMINATIONS

## 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:                                             9TH DECEMBER 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:**

XYZ Retail is a rapidly growing company that recently decided to overhaul its legacy systems by implementing a modern Management Information System (MIS). The new MIS integrates various modules, including inventory management, customer relationship management (CRM), sales forecasting, and financial reporting. These modules provide real-time data, allowing managers to make more informed decisions, such as optimizing stock levels, personalizing customer engagement, and predicting sales trends.

Despite the positive results, XYZ Retail faced several challenges during and after the implementation. Employees were resistant to the change, citing unfamiliarity with the system. Security vulnerabilities emerged due to integration with older systems, raising concerns about data breaches. Furthermore, the company faced difficulties ensuring compatibility with third-party vendor software, which slowed down operations and created system inefficiencies.

After six months, XYZ Retail conducted a post-implementation review. They observed measurable improvements in operational efficiency and decision-making capabilities, especially in inventory control and sales forecasting. However, the user adoption rate remained lower than expected, and some critical security gaps persisted.

**Required:**

a) Describe the different types of information systems that XYZ Retail is using within their MIS. Explain the role of each system in improving business operations. **(8 Marks)**

b) Analyze three key challenges XYZ Retail faced during the implementation of the MIS. For each challenge, propose a specific solution the company could adopt to address the issue effectively. **(9 Marks)**

c) Based on the case study, evaluate the impact of the MIS on XYZ Retail's decision-making process. How has the availability of real-time data affected both operational and strategic decision-making? Provide examples from the case study to support your answer. **(8 Marks)**

## QUESTION TWO

a) Define the term "information system resources" and list its key components.

**(5 Marks)**

b) Explain how each of the following resources improves business processes

i. Hardware resources **(2 Marks)**

ii. Software resources **(2 Marks)**

iii. Data resources **(2 Marks)**

iv. Human resources **(2 Marks)**

c) Discuss the importance of effective management of information system resources in ensuring organizational success. **(2 Marks)**

## QUESTION THREE

a) Define Transaction Processing Systems (TPS) and explain their primary function in a business environment **(5 Marks)**

b) Define Decision Support Systems (DSS) and explain their role in assisting management decision-making. **(5 Marks)**

c) Provide one practical example each of how a TPS and DSS can be applied in a business setting. **(5 Marks)**

## QUESTION FOUR

a) Define an Enterprise Resource Planning (ERP) system? **(4 Marks)**

b) Describe three benefits that organizations typically achieve after successful ERP implementation. **(6 Marks)**

c) Outline three common challenges organizations face when implementing ERP systems. **(5 Marks)**

## QUESTION FIVE

a) Define strategic decision-making and explain why IT plays a crucial role in this process. **(5 Marks)**

b) Explain how IT can be used to gain a competitive advantage, providing two specific business examples. **(6 Marks)**

c) Illustrate the two key considerations businesses should keep in mind when investing in IT for strategic purposes **(4 Marks)**


## QUESTION SIX

a) Explain the term "network revolution" and its significance in today's business environment. **(5 Marks)**

b) Discuss how the internet and network technologies have enabled the flattening of organizations, providing relevant examples. **(5 Marks)**

c) Demonstrate how the internet redefined organizational boundaries and the nature of work, particularly with regard to remote working **(5 Marks)**