



**The Co-operative University of Kenya**

**END OF SEMESTER EXAMINATIONS APRIL-2019**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE  
BUSINESS (YR III SEM II)**

**UNIT CODE: HCOB 2306**

**UNIT TITLE: CO-OPERATIVE MANAGEMENT INFORMATION SYSTEMS**

**DATE: 25<sup>TH</sup> APRIL, 2019**

**TIME: 2:00 PM – 4:00 PM**

**INSTRUCTIONS:**

Answer question **ONE (compulsory)** and any other **TWO** questions **Question one**

**QUESTION ONE**

- (a) A company is outsourcing the development of a new computer system. Explain any Five benefits the organization shall reap from this outsourcing (5 marks)
- (b) Explain the activities of the implementation phase of the information systems design project. (4 marks)
- (c) The organization's sales force are among the people expect to benefit most from the M.I.S but instead they rely on intuition and manual systems when executing their various activities. Explain the aspects of the M.I.S. that can be used to assist this group of people. (5 marks)
- (d) Explain any Three advantages and disadvantages of electronic commerce (6 marks)
- (e) Outline measures you would use to protect data from malicious and accidental loss/access while using systems in a cooperative society (4 marks)
- (f) Explain the following terms as used in information systems (6 marks)
  - i. Deterministic systems
  - ii. Probabilistic systems
  - iii. Constraints

**QUESTION TWO**

- (a) In categorizing information systems, it is important to appreciate the different types of managers that these systems are expected to support. Discuss the characteristics of the decisions made at the strategic level of management and the respective information requirements. (8 marks)
- (b) By use of porter's value chain, explain how a management information system will give the organization an edge over its competitors. (7 marks)
- (c) Identify any new Internet applications and explain how they can be incorporated in the management information system to make it work more effective in cooperative societies. (5 marks)

**QUESTION THREE**

- (a) A company has been advised that it is failing to keep up to date with new technology. Explain providing examples of how new technology could be used to give competitive advantage to the organization (6 marks)
- (b) Explain the feasibility study and what areas would you expect to include in a feasibility report? (4 marks)
- (c) Explain the various legal and ethical challenges that arise in the design and management of information systems in the context of organizational decision making. (10 marks)

#### **QUESTION FOUR**

- (a) Explain the role of information systems (IS) in business today. (4 marks)
- (b) Assess the impact of e-Business, e-Commerce and e-Government to a business firm. (8 marks)
- (c) The introduction of a new large scale information system in an organization may necessitate change in the organization's working practices.

#### **Required:**

Explain the issues to be considered in order to manage the organizational change successful. (8 marks)

#### **QUESTION FIVE**

- (a) Modern banking environments have greatly benefited from developments in Electronic Data Interchange (EDI) and electronic funds transfer. Explain EDI and EFT and show their contribution to better business transactions (8 marks)
- (b) Outline the advantages and disadvantages of centralization and decentralization of the information system (6 marks)
- (c) The systems development life cycle (SDLC) is a model that outlines the stages in the development of a system. It acts as a guideline for system development. Outline the key stages of SDLC. (6 marks)