



The Co-operative University of Kenya

END OF SEMESTER EXAMINATION AUGUST-2017

EXAMINATION FOR THE BACHELOR OF COOPERATIVE BUSINESS

UNIT CODE: HCOB 2306

UNIT TITLE COOPERATIVE MANAGEMENT INFORMATION SYSTEMS

DATE: 4TH AUGUST, 2017

TIME: 2:00 PM – 4:00 PM

INSTRUCTIONS:

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

QUESTION ONE(Compulsory)

- Explain any Four security/ethical issues in the application of information systems
(4 mks)
- Using Michael Porter's Five forces, explain the strategic information systems using an organization of your choice
(10 mks)
- Explain any FIVE components of an information systems
(5 mks)
- By use of a diagram, explain the decision making process using Decision Support systems
(6 mks)
- A company's auditors have concerns that information held by the virtual company would lack security. List and describe FIVE measures that could be adopted to ensure this information remains secure and workflow systems.
(5 mks)

QUESTION TWO

- Makim was employed as a cashier at Habil Bank in 2009. His work involved performing basic transactions. Two years later he was promoted to the post of a branch manager to oversee the branch operations. Three years after, he was promoted again to regional manager of all provincial branches and currently he is the CEO of the bank.

Required:

- Identify and explain FOUR types of information systems that Makim used in his career.
(8 marks)
- Explain any THREE types of decisions in information systems
(4 marks)

The Co-operative University Of Kenya – August, 2017

- (c) Explain any Prototyping model (4 marks)
- (d) By use of an organization of your choice , explain why strategic systems are temporary in nature , give appropriate examples (4 marks)

QUESTION THREE

- a. Most of the Cooperative societies and other related financial institutions have adopted the use of Queue Management systems. Explain any Three advantages of this systems to the organization and the clients (6 mks)
- b. An MIS feasibility study considers the implementation of an MIS from several perspectives, one of which is economic. Explain the role of a feasibility study within MIS developments. (4 marks)
- c. Explain any Three Characteristics of Information Quality in Information systems (6 mks)
- d. Explain four stages of systems prototyping (4 mks)

QUESTION FOUR

- a. Explain any FOUR ways that a Co-operative Society management can benefit from using MIS systems in their operations (8 marks)
- b. Despite all the hype about management information systems, there are some disadvantages associated with it. Identify any FOUR disadvantages of MIS systems. (4 mks)
- c. Define and briefly explain the following terms as applies to systems
- i) Computer Security (2 marks)
 - ii) Information Security (2 marks)
 - iii) Hacker (2 marks)
 - iv) Integrity (2 marks)