



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: LEADERSHIP & ORGANISATIONAL
DEVELOPMENT

COURSE CODE: DLDM 107

COURSE TITLE: INTRODUCTION TO MANAGEMENT
INFORMATION SYSTEMS

CAMPUS: ROYSAMBU

EXAM DATE: FRIDAY, 12TH DECEMBER 2025

TIME: 6:00PM-9:00PM

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **All** questions in Section **A** and any other **TWO** questions in Section **B**.
- Write only your **student number** on the answer booklet provided.

Section A: Compulsory

Question One

- a) Explain the concept "Management Information System". [1
Mark]
- b) List and explain two important characteristics against which managers can evaluate the success of an information system. [2
Marks]
- c) Identify and describe three organizational levels supported by Information Systems. [3
Marks]
- d) There are reasons why an organization can initiate system analysis for a proposed MIS system. Explain any four of the reasons. [4
Marks]

Question Two

- a) Differentiate between "structured decisions" and "unstructured decisions" in MIS, giving examples of such decisions. [2
Marks]
- b) Explain four ways in which digital marketing could help a business to grow. [4
Marks]
- c) State and discuss four importance of Management Information System to organizations. [4
Marks]

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

Question Three

One of the responsibilities of information systems managers which is often neglected is to make users perceive Information Technology and Information Systems as powerful and valuable tools but not the remedy for all problems in an organization. When applied thoughtfully, these tools can bring important benefits to individuals, organizations and customers. When these tools are misapplied they can waste tremendous amount of time, effort and money.

Required:

- a) List and explain two benefits of applying Information Technology to both the organization as well as to the individuals. [2
Marks]
- b) Explain two obstacles which make it difficult to successfully apply Information Technology and Information Systems in the real world of business indicating how to overcome each one of them. [4 Marks]

- c) Identify and explain four factors which affect the timing of information flow in an organization that should be taken into account when designing information systems.

[4 Marks]

Question Four

- a) Replacing a manual system by computerized system can have certain negative consequences to an organization. Explain four different examples of these unwelcome consequences.

[4 Marks]

- b) With reference to a business organization, state and explain three various ERP Implementation Strategies.

[6 Marks]

Question Five

- c) State four competitive advantage strategies and explain how Strategic Information Systems can support each strategy.

[4

Marks]

- d) Pan Africa Christian University intends to put in place a new Library Information System because of increased students' population. The University has consulted you for expert views and advises. Your expert advice to them is to outsource the Information System. State and discuss three reasons for outsourcing and potential risks that might be encountered by the University while outsourcing.

[6 Marks]

Question Six

- a) Explain two reasons why user education is an important aspect of system development.

[2 Marks]

- b) Name and explain four indicators of obsolete technologies.

[4

Marks]

- c) The management of Pan Africa Christian University is in the process of developing a new Information System. List and discuss any four feasibility test that must be undertaken before the development process gets underway.

[4

Marks]

Question Seven

- a) Differentiate between "parallel run" and "direct changeover" in MIS implementation.

[2

Marks]

- b) Identify and explain two levels of decision making in MIS.

[4

Marks]

- c) System implementation is done when the system is fully tested, well documented and staff well trained. Explain four of the documents produced

during MIS development.
[4 Marks]

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