

MIS

101



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HEALTH, SCIENCE AND TECHNOLOGY

DEPARTMENT OF INFORMATION SYSTEMS

EXAMINATION PAPER

COURSE CODE : MIS101
COURSE TITLE : Introduction to Information Systems,
DURATION : 3 Hours
LEVEL : 1.1
DATE : August 2021

ZIMBABWE EZEKIEL GUTI UNIVERSITY
EXAMINATIONS OFFICE
13 AUG 2021
1901 BARRASSIE ROAD, MUTARA
P. O. BOX 350 BAMBURU
Email: examinations@zegu.ac.zw

INSTRUCTIONS TO CANDIDATES

1. This paper has five questions and you are required to answer any four.
2. Number your answers accordingly.
3. You are required to answer questions clearly and logically, with headings and subheadings where necessary.
4. Neatness and orderliness is required.
5. Each question has 25 marks.

16 AM B

QUESTION 1

- a. Define three characteristics of organizational communication as opposed to everyday communication. [7 marks]
- b. In relation to MIS, describe each of the following applications and evaluate their benefits.
- (i) Supply Chain Management System [9 marks]
 - (ii) Customer Relationship Management [9 marks]

QUESTION 2

Michael Porter in the 1980s developed the Value Chain

- (i) What is the value chain [5 marks]
- (ii) State and explain the primary activities [10 marks]
- (iii) State and explain the support activities [10 marks]

QUESTION 3

- (i) The level at which the decision is made in an organisation can also determine the complexity of the decision in relation to the input of data and output of information. State and explain the four levels of decision making an organisation can have. [16 marks]
- (ii) What do you understand by Electronic Data Interchange (EDI) [5 marks]
- (iii) What is Information Systems? [4 marks]

QUESTION 4

- (i) In learning to use Information Systems there are new opportunities with technology. What are the four challenges which the business may face? [16 marks]
- (ii) What does the term "Information Systems Failure" mean? [4 marks]
- (iii) Data is an important resource and asset to the firm and must be managed properly. What role does database management and data administration play in managing data [5 marks]

QUESTION 5

- (i) (State and explain Porter's 5 forces model [13 marks]
- (ii) How can the internet facilitate e-commerce [7 marks]
- (iii) Describe some obstacles to electronic commerce on the internet [5 marks]