

**CHUKA UNIVERSITY**

**EXAMINATION FOR MASTERS IN BUSINESS ADMINISTRATION (ODEL)Y1S1**

**MBAD 861: COMPUTING FOR MANAGEMENT**

**DATE:**

**TIME: 3 HRS**

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**INSTRUCTIONS:**

**Answer Question ONE and ANY other TWO Questions**

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**Question One (30 Marks)**

- a) Examine five roles of the government in the development of e-commerce in developing countries. (5 marks)
- b) Discuss four measures that an organization could put in place to control electronic eavesdropping. (4 marks)
- c) Distinguish between “digital cash” and “virtual currency” as used in digital payments. (4 marks)
- d) Explain two reasons that have led to slow growth of information societies in developing nations. (4 marks)
- e) Describe five components of data communication. (5 marks)
- f) Organizations can adopt an MIS for strategic reasons. Identify and explain those reasons in relations to many banks in Kenya adopting banking agency model. (8 marks)

**Question Two (15 Marks)**

- a) Distinguish MIS at different level of management. (10 marks)
- b) Describe five major activities involved in conducting Business-to-Consumer (B2C) e-commerce. (5 marks)

### **Question Three (15 Marks)**

- a) In the context of information system, distinguish between “strategic data” and “operational data”. (3 marks)
- b) Identify six factors that might enhance successful system development. (6 marks)
- c) A firm operates an order system that co-ordinates orders, raw materials and inventories across its three branches. Currently, the orders are processed manually at each branch and communicated to the others over the phone. The management intends to computerise the operations of the firm. Suggest three initial Information Communication Technology (ICT) professionals who might be required and their roles. (6 marks)

### **Question Four (15 Marks)**

- a) Discuss three business benefits and three technical benefits that could accrue to a university from implementing an Enterprise Resource Planning (ERP) system. (6 marks)
- b) Explain why the use of ICT risk management techniques is becoming increasingly important in managing information systems. (4 marks)
- c) Discuss five disadvantages of e-commerce. (5 marks)

### **Question Five (15 Marks)**

- a) Discuss four factors which affect the performance of a computer network. (4 marks)
- b) Discuss five strategic decisions which a developer of a management information system would consider in order to achieve the systems goals and objectives. (5 marks)
- c) Many organizations keep on acquiring new information system for their operations. Explain three reasons for this. (6 marks)