UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER I
SESSION 2019/2020

COURSE NAME	:	MANAGEMENT INFORMATION SYSTEM
COURSE CODE	:	DAT 20603
PROGRAMMME	:	DAT
EXAMINATION DATE	:	DECEMBER 2019/ JANUARY 2020
TIME	:	2 HOURS 30 MINUTES
INSTRUCTION	:	ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSIST OF **THREE (3)** PAGES

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INSTRUCTION: Please answer ALL of the questions.

Q1 Information Technology is a sub-system of management information system (MIS).

    (a)   Define the meaning of MIS.

        (4 marks)

    (b)   Discuss data and information in MIS.

        (4 marks)

    (c)   Explain **FOUR (4)** functions of MIS.

        (12 marks)

Q2 The challenges and problems of MIS in public organizations are divide into humanistic, organizational and environmental factors.

    (a)   List down **TWO (2)** Humanistic factors .

        (2 marks)

    (b)   Explain **FOUR (4)** Organizational factors.

        (8 marks)

    (c)   Discuss **FIVE (5)** Environmental factors .

        (10 marks)

Q3 Porter's competitive forces model help companies use information systems for competitive advantage.

    (a)   List **FOUR (4)** competitive strategies enabled by information systems that firms can pursue.

        (4 marks)

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    (b)   Define **FIVE (5)** Porter's competitive forces model.

        (5 marks)

    (c)   Refer to **Q3 (b),** explain how Porter's competitive forces model works.

        (11 marks)

Q4 Decision Support Systems (DSS) are a class of computerized information systems that support decision-making activities.

   (a) Explain **FOUR (4)** major components in building DSS.

   (8 marks)

   (b) Compare **SIX (6)** characteristics of MIS system with DSS system.

   (12 marks)

Q5 Knowledge Management System (KMS) should always help an organization achieve its goals.

   (a) Explain the business benefits of using intelligent techniques in KMS.

   (4 marks)

   (b) Discuss the goal Enterprise-Wide Knowledge Management Systems.

   (4 marks)

   (c) Describe how companies are using **THREE (3)** types of knowledge work systems as stated below to recreate their core processes, create new products or services, or improve old ones.

   (i) Virtual reality systems
   (ii) Augmented reality systems
   (iii) V R M L (Virtual Reality Modeling Language)

   (12 marks)

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-END OF QUESTIONS-

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