



**CHRISTIAN SERVICE UNIVERSITY COLLEGE
KUMASI -GHANA**

**FACULTY OF HEALTH & APPLIED SCIENCE
DEPARTMENT OF COMPUTER SCIENCE/INFORMATION TECHNOLOGY
END OF FIRST SEMESTER EXAMINATIONS, 2019/2020 ACADEMIC YEAR**

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION

Level 200

CSBG 261: MANAGEMENT INFORMATION SYSTEMS

June 2020

[70 marks]

INSTRUCTIONS TO CANDIDATES:

- **Answer TWO Questions (for 35 marks each)**
- **Write your answer on the answer sheets provided**
- **Your answer for EACH QUESTION should be THREE (3) pages minimum.**
- ***Please present your answer in ESSAY form***
- **Write your index number clearly at the top of every page of the answer sheets used.**

Note: Marks will be awarded for:

- Introduction
- Content
- Conclusion
- Evidence of Further Reading
- Originality and Independence (Cheating would be penalized and integrity rewarded)
- Correct grammar, clarity of expression and logical presentation of facts.
- Referencing (for Masters and Level 300-400 papers)

Answer TWO Questions

Question 1:

- a. How does Porter's competitive forces model help companies develop competitive strategies using information systems? [27 marks]
- b. Differentiate Decision Support System from Management Information System. [8 marks]
- [35 marks]

Question 2:

- a. How does the value chain model help businesses identify opportunities for strategic information system applications? [15 marks]
- b. Briefly describe any four (4) major types of information systems. [8 marks]
- c. Contrast Electronic Business, Electronic Commerce and Electronic Government. [12 marks]
- [35 marks]

Question 3:

- a. With the aid of diagrams, describe four basic network topologies. [20 marks]
- b. Briefly describe Business Intelligence and four of its tools. [15 marks]
- [35 marks]

Question 4:

- a. Discuss five (5) moral dimensions of the information age. [10 marks]
- b. Differentiate Computer crime from Computer abuse. [5 marks]
- c. Describe the two-way relationship between organizations and information technology. [20 marks]
- [35 marks]