



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAM
SEMESTER II
SESSION 2012/2013**

COURSE NAME : **MANAGEMENT INFORMATION SYSTEM**

COURSE CODE : **BPA 20703**

PROGRAMME : **2 BPA**

EXAMINATION DATE : **JUN 2013**

DURATION : **2 HOUR 30 MINUTES**

INSTRUCTION : **ANSWER FIVE (5) OUT OF SIX QUESTIONS**

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

Q1 An information system is a set of interrelated components that collect (or retrieve), process, store and distribute information to support decision making and control in an organization.

(a) Explain **FOUR (4)** activities involves in information system with appropriate example in organization.

(16 marks)

(b) Draw the Information Systems dimensions.

(4 marks)

Q2 Discuss with examples **FOUR (4)** systems which support different groups or level of management in organization.

(20 marks)

Q3 (a) Discuss **FIVE (5)** competitive forces which shape the future of a firm.

(15 marks)

(a) Sketch Porter's Competitive Forces Model to provide general view of the firms, its competitors, and the firm's environment.

(5 marks)

Q4 Ethical, social and political issues are closely linked. Organization uses a model to illustrate the dynamics that connect ethical, social and political issues raised by information systems.

(a) Describe **FIVE (5)** moral dimensions exist in organization.

(10 marks)

(b) Discuss with examples **FIVE (5)** process in ethical issues.

(10 marks)

Q5 You will start a market research company with a single business partner. Therefore, you and your business partner need to identify the hardware and software needed for the company.

(a) Discuss **FIVE (5)** factors of competitive forces model for IT infrastructure investment should play into your decision.

(15 marks)

(b) Sketch a competitive forces model for IT infrastructure investment to provide general view of internal and external market factors.

(5 marks)

Q6 (a) Describe **TWO (2)** major types of E-Commerce with appropriate example in organization.

(10 marks)

(b) Explain **FIVE (5)** e-Commerce business models that enable an organization to add extra value to their existing products and services through Internet.

(10 marks)

-END OF QUESTION-