UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration Honours in Accounting (Semester V) Examination – July, 2022

ACT 3202 - Management Information Systems

Two (02) Hours

This is an Open Book Examination

Answer <u>All</u> Questions

This Paper Consists of Four (04) Questions Printed in Two (02) Pages

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1. i. 'The information we have is not what we want, the information we want is not the information we need and the information we need is not available'. Do you agree with the above statement? Justify your answer.

   (10 Marks)

   ii. Explain why information is considered as a 'resource'.

   (06 Marks)

   iii. Explain why information systems are essential in today's global business environment.

   (09 Marks)

   (Total 25 marks)

2. i. 'A business can be seen as a collection of business processes'. Discuss how information systems (IS) could be supported to improve the business processes.

   (10 Marks)

   ii. 'No single system can provide all the information an organization needs'. Justify the need of <u>different types of information systems</u> for <u>different levels of decision making</u> **and** <u>different functional areas</u> in organisations.

   (15 Marks)

   (Total 25 marks)

3. i. State five (05) examples of Transaction Processing Systems (TPSs) that can be operated in each of the following business functions.

        a. Sales and Marketing

        b. Manufacturing

        c. Accounting and Finance

        d. Human Resources

(02 Marks x 04 = 08 Marks)

ii. Explain with examples what constitutes Office Automation Systems (OAS) **and** why an organisation needs such OASs.

(07 Marks)

iii. Explain the use of Data-driven Decision support system for a business organisation.

(06 Marks)

iv. Explain with examples why data mining is considered as a Knowledge Discovery in Databases (KDD) process in organisations.

(04 Marks)

(Total 25 marks)

4. i. Describe the factors that would lead to a successful e-commerce strategy in an organization.

(08 Marks)

ii. Identify the factors that would inhibit the growth of e-commerce strategies in organisations.

(05 Marks)

iii. Describe the following with examples:

        a. Expert Systems

        b. M-Commerce Applications

        c. E-Business Applications

(04 Marks x 03 = 12 Marks)

(Total 25 marks)