

**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

COURSE CODE : JGB 20202
COURSE TITLE : MANAGEMENT INFORMATION SYSTEM
PROGRAMME LEVEL : BACHELOR
DATE : 31 MAY 2016
TIME : 9.00 AM – 12.00 PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

- 1. Please read the instructions given in the question paper CAREFULLY.**
 - 2. This question paper is printed on both sides of the paper.**
 - 3. This question paper consists of TWO (2) sections.**
 - 4. Answer ALL questions in Section A. Choose THREE (3) questions in section B.**
 - 5. Please write your answers on the answer booklet provided.**
 - 6. Please answer all questions in English only.**
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THERE ARE 5 PAGES OF QUESTIONS EXCLUDING THIS PAGE.

SECTION A (Total: 40 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer sheet provided.

Question 1

An Information System (IS) plays very important role to every e-business and e-commerce for business. IS plays as important roles in operations, enterprise collaboration and management, and strategic success of businesses that must be operated in an inter-networked for global environment. Refer to Figure 1, briefly explain all components in the model and classify them correctly.

(20 marks)

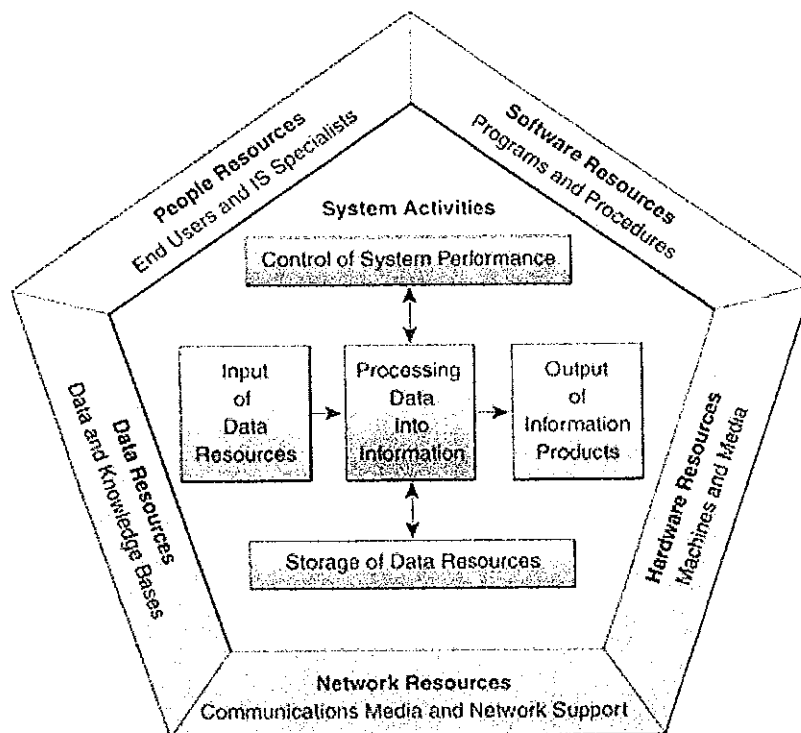


Figure 1: Information Systems

Question 2

- (a) Define Information Systems and describe **THREE (3)** activities of information system by giving **ONE (1)** example of business operation.
(8 marks)
- (b) List and describe **THREE (3)** reasons why information system is very important for business today.
(6 marks)
- (c) Describes the following types of information systems.
 - i. Management Information System
(2 marks)
 - ii. Decision Support System
(2 marks)
 - iii. Executive Support System
(2 marks)

SECTION B (Total: 60 marks)

INSTRUCTION: Choose THREE (3) questions only

Please use the answer booklet provided

Question 1

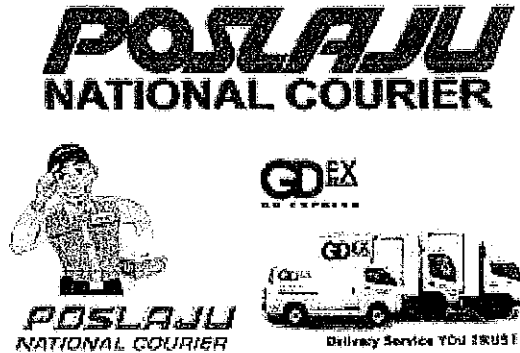


Figure 2: GDEX and Pos Laju

GDEX is always nearby, providing convenient drop-off locations that will save your time and money. Relate the statement with the Figure 2 above.

- (a) Discuss the comparison of e-commerce and e-business by providing **ONE (1)** example each. (10 marks)
- (b) Discuss on how GDEX use e-commerce and e-business to deliver their services and products for their business over the world wide. Give a reason. (6 marks)
- (c) Give **TWO (2)** advantages of using E-Commerce. (4 marks)

Question 2

It is important to realize that Information Technology (IT) and Information System (IS) can be mismanaged and misapplied so that they create both technological and business failure. Discuss **FIVE (5)** advantages and disadvantages of using IT and IS in business.

(20 marks)

Question 3

According to the Cyber Security of Malaysia chief operating officer, Zahri Yunos, there has been an increase in cybercrimes in Malaysia over the last two years, more than 3,500 of them reported in the first three months in 2014. These cases have been increased exponentially.

- (a) Define what is Computer Crime. (4 marks)
- (b) Describes **FOUR (4)** examples of crime in which computers are targeted. (8 marks)
- (c) Define malware and distinguish among a virus, a worm and a Trojan horse. (8 marks)

Question 4

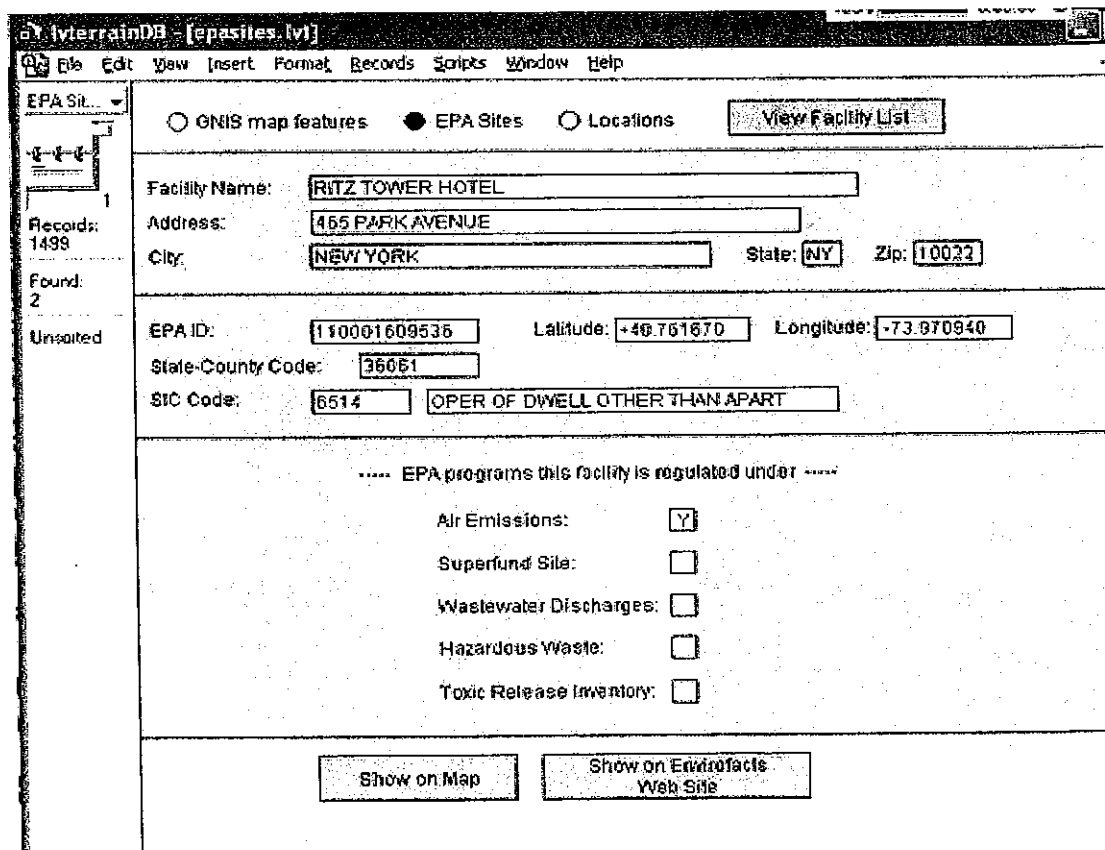


Figure 3: Database Record

Figure 3 shows an example of database record of Ritz Tower Hotel at New York, United State. It provides the hotel details which can be accessed by the authorized staff in the hotel. It is important to understand the details of data hierarchy before creating a database record. Refer to Figure 3, illustrate and define with example for each term;

- (a) File
- (b) Bit
- (c) Byte
- (d) Field
- (e) Records
- (f) Database

(20 marks)

END OF EXAMINATION PAPER