



UNIVERSITI KUALA LUMPUR
KAMPUS CAWANGAN MALAYSIAN SPANISH INSTITUTE

FINAL EXAMINATION
OCTOBER 2025 SEMESTER

COURSE CODE : SIB23403 (V2)
COURSE TITLE : MANAGEMENT INFORMATION SYSTEMS
PROGRAMME NAME : BACHELOR OF BUSINESS TECHNOLOGY (HONOURS) IN
AUTOMOTIVE MANAGEMENT
DATE : 29 JANUARY 2026
TIME : 9:00AM - 12:00PM
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 consist of TWO sections.
4. Answer ALL questions for Section A.
5. Section B consist of four questions. Answer THREE (3) questions only.
6. Please write your answer on the answer booklet provided.
7. Please answer all questions in English only.
8. Please answer MCQ/EMQ questions using OMR sheet. *Tick if applicable*
9. Refer to the attached Formula/ Appendies. *Tick if applicable*

SECTION A (Total: 40 marks)

Answer **ALL** questions.

Please use the answer booklet provided.

Question 1

A growing organization is expanding its operations by opening new branches and increasing its customer base. As the business grows, it needs to manage larger volumes of data, support more users, and handle more complex business processes. To ensure smooth operations and effective decision-making, the organization relies on information systems that can scale according to its business needs.

- (a) Define the Management Information System (MIS) and describe benefit of using MIS for the organization as it expands.

(8 marks)

- (b) Describe **THREE (3)** types of information systems that the organization may use to support its growing operations.

(12 marks)

Question 2

The information systems department serves as the organization's core technology function. From the Chief Information Officer (CIO) strategic leadership to the programmers' system development and the end users' practical input, all roles collaborate to ensure that technology supports organizational objectives, operational efficiency, and security.

- (a) Explain **TWO (2)** functions of an Information Systems (IS) manager in ensuring that information systems effectively support organizational operations.

(8 marks)

- (b) Describe **SIX (6)** steps involved in evaluating collaboration and social software tools.

(12 marks)

SECTION B (Total: 60 marks)

Answer **THREE (3)** questions only.

Please use the answer booklet provided.

Question 1

A retail company implements an e-commerce platform to sell products and services through the internet. Customers can browse products, place orders, and make online payments, while the organization manages transactions, customer data, and order processing electronically. As online demand increases, the company relies on information systems to support daily operations, decision-making, and secure online transactions.

Examine **FIVE (5)** unique features of e-commerce technology and explain how they support the company's online business operations.

(20 marks)

Question 2

A Malaysian organization is experiencing rapid growth due to increased demand and digital adoption. Operating across multiple states with both physical and online channels, its legacy systems can no longer support rising transaction volumes and complex processes. To improve efficiency, ensure regulatory compliance, and align technology initiatives with long-term business strategy, the organization plans to invest in new information systems and requires a structured Information Systems Plan to guide and prioritize IT investments.

Analyze **FIVE (5)** ways an information systems plan helps an organization manage rapid growth and align Information System investments with business objectives.

(20 marks)

Question 3

In today's digital economy, many retail businesses operate through both physical stores and e-commerce platforms. Physical retail stores allow customers to view products in person and receive immediate service, while e-commerce platforms enable customers to browse products, compare prices, and make purchases online at any time. As digital technologies advance, consumers increasingly value convenience, speed, and accessibility offered by online platforms. However, concerns related to trust, data privacy, payment security, and fraud continue to influence customers' willingness to shop online.

- (a) Describe **THREE (3)** effectiveness of e-commerce platforms compared to physical retail stores in today's digital economy.

(12 marks)

- (b) Discuss **TWO (2)** importance of trust and security in the success of e-commerce businesses.

(8 marks)

Question 4

Implementing an information system provides organizations with both tangible benefits, such as increased efficiency, cost reduction, and improved productivity, and intangible benefits, including enhanced decision-making, better customer satisfaction, and improved organizational image. Together, these benefits enable organizations to streamline business processes, respond more effectively to market changes, and strengthen their competitive advantage in an increasingly digital business environment.

- (a) Analyze **THREE (3)** major cost factors involved in implementing an information system in an organization.

(12 marks)

- (b) Determine the tangible and intangible benefits of implementing an information system in an organization. Provide example to support the explanation.

(8 marks)

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END OF EXAMINATION PAPER

