



## **UNIVERSITY EXAMINATIONS**

**FOURTH YEAR EXAMINATION FOR THE AWARD OF THE  
DEGREE OF BACHELOR OF INFORMATION SCIENCE  
SECOND SEMESTER, 2023/2024  
(AUGUST-DECEMBER, 2023)  
INS 443: BUSINESS INFORMATION MANAGEMENT**

**STREAM: Y4 S2**

**TIME: 2 HOURS**

**DAY:**

**DATE:**

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### **INSTRUCTIONS**

- 1) Do not write anything on this question paper.**
- 2) Answer Question ONE [Compulsory] and any other TWO questions**

### **QUESTION 1**

- (a) Define the following terms as used in Business Information Management (10marks)
- i. Business
  - ii. Information
  - iii. Management
  - iv. Strategic Information Management
  - v. Organizational structure
- (b) Clearly distinguish the following terms: Information Management, Data management and Knowledge management (3 marks)
- (c) Define information system and highlight six components of an information system. (7 marks)
- (d) Briefly explain Information economics and the value of information to an organization. (6 marks)

(e) How are Total Quality Management (TQM) and Business Process Re-engineering (BPR) used to transform a business? Use examples. (4 marks)

## **QUESTION 2**

(a) What is Information strategy? (3 marks)

(b) Highlight five principles of information management that support information strategy (5 marks)

(c) Discuss the following Models for strategic information system

(i) Porter's competitive advantage (6 marks)

(ii) Wiseman's strategic perspective (6 marks)

## **QUESTION 3**

(a) Discuss five reasons why employees in a business organization may resist the introduction of a new information system. (10 marks)

(b) Using examples, evaluate how each of the following factors might affect the process of business information management in organizations over the next decade:

i) Technological change (5 marks)

ii) Broad social / cultural changes (5 marks)

## **QUESTION 4**

(a) Discuss information mapping clearly highlighting the principles and step by step procedures for Information mapping (10 marks)

(b) What do you understand by the term "Information resource"? State how information resources can be used strategically using the multiple view of the strategic landscape. (10 marks)

### **QUESTION 5**

(a) With relevant examples, explain Information Management in a business organization. (10 marks)

(b) Discuss the key components/characteristics of the information age organization. (10 marks)