UNIVERSITY OF RUHUNA

FACULTY OF GRADUATE STUDIES

Master of Business Administration Degree Programme Part II Semester I

End Semester Examination (January 2020)

Academic Year 2018/2019

MBA 203: Management Information Systems   Duration: Three hours

The Question Paper Contains 05 Questions.

Answer all questions.

---

1. In order to automate Human resource services and reduce cost of handling human resource functions ABC Company, a service organization, recently implemented a Human Resource Information System (HRIS). However, after few months management observed that majority of employees resist using HRIS due to several reasons. As the company already made substantial investment on this project the management wants to increase the usage of HRIS. The management appointed a committee to identify reasons for resistance and propose strategies to manage the resistance. Assuming that you are a member of the committee answer following questions.

    I.   What could be the possible reasons to resist on using HRIS over manual system?

    (04 Marks)

    II. What actions do you propose to reduce the resistance? Rationalize your answer.

    (04 Marks)

    III. Discuss how "Levin's 3 step change model" can be used to solve this problem.

    (04 Marks)

    (Total Marks 12)

2. I. Discuss at least six advantages of a database management system (DBMS) compared to a traditional file management environment.

(03 Marks)

II. Define knowledge management and explain the knowledge management process.

(03 Marks)

III. Explain the knowledge conversion process.

(03 Marks)

IV. Briefly describe the following concepts.

    a. Database-as-a-service (DBaaS)
    b. Tacit knowledge
    c. Organizational learning
    d. OLAP analytics
    e. Data mining
    f. Knowledge work systems (KWS)

(03 Marks)
(Total Marks: 12)

3. PQR Company, a manufacturing firm, is considering to develop a "computerized customer inquiry and response system" to replace the existing manual system that has been used for more than 12 years. Assuming that you are a member of the team responsible for developing and implementing the system, answer the following questions.

I.   When carrying out the feasibility study on this project, what specific aspects would you take into account?. Explain your answer.

(04 Marks)

II. What factors would you consider in evaluating the required software and hardware for the proposed system?

(04 Marks)

III. What system conversion approach would you propose for converting existing system into the new system? Justify your answer.

(04 Marks)
(Total Marks 12)

4. I. "Information system security is not only about physical and logical measures such as locks, firewalls or anti-virus software. Around 10 percent of security counter measures are technical, where as 90 percent of the security measures are related with users and other stakeholders." Comment on the above statement.

(04 Marks)

II. Think of an information system of your organization and provide an example each for preventive, detective and corrective controls for people, technology and operations separately.

(04 Marks)

III. Briefly discuss the business values of information system controls and security measures.

(04 Marks)

(Total Marks 12)

5. Write short notes on three (03) of the followings
   I. Components of information systems
   II. Technology Acceptance Model
   III. Ethical and social issues associated with information systems
   IV. Prototyping

(Each carries 03 Marks)

(Total Marks 12)

@@@@@@@@@