



GARISSA UNIVERSITY COLLEGE

(A Constituent College of Moi University)

**UNIVERSITY EXAMINATION 2016/2017 ACADEMIC YEAR ONE
SECOND SEMESTER EXAMINATION**

SUPPLEMENTARY/SPECIAL EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BUSINESS MANAGEMENT

COURSE CODE: BHR108

COURSE TITLE: INFORMATION MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 29/09/17

TIME: 02.00-05.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Clearly explain the meaning of Systems Theory [3 marks]
- (b) Personnel record keeping is an important process in a human resource department of a given firm.
Discuss four points in agreement to this statement [8 marks]
- (c) Explain the salient features of nature of management [6 marks]
- (d) Describe Bureaucracy Approach to the study of management [3 marks]
- (e) Elucidate factors that are considered in determining the nature of change management strategy [5 marks]

QUESTION TWO

- (a) Describe the main application of Contingency Approach in a modern business organization [10 marks]
- (b) Explain the criticisms of Classical Theory of management [3 marks]
- (c) Highlight two components of internal environment that affect the Contingency Theory [2 marks]

QUESTION THREE

- (a) Clearly explain the main types of personnel records [10 marks]
- (b) Highlight the characteristics of computerized personnel records [5 marks]

QUESTION FOUR

- (a) Describe the sources of organization change [10 marks]
- (b) Briefly explain the reasons for resistance to organizational change [5 marks]

QUESTION FIVE

- (a) Explain six aspects of information security in an organization [9 marks]
- (b) Highlight the measures that can be put in place to prevent computer frauds in an organization [6 marks]

QUESTION SIX

- (a) Clearly explain the characteristics and nature of information systems [10 marks]
- (b) Highlight five information system contingencies. [5 marks]

