

Management Information System**7:00pm to 9:00pm****Semester – II****January 10, 2011****Section - A
(1 mark each)**

1. The texts and _____ in electronic forms are effective in communicating ideas from source to destination.
 - a) Ideas
 - b) Representations
 - c) Images**
 - d) Graphics
2. MIS aids in _____ the information generated by various departments of the organization. Choose one answer.
 - a. Interacting**
 - b. Designing
 - c. Distributing
 - d. Shifting
3. MIS has a major impact on the functions of any _____.
 - a. Individual
 - b. Management
 - c. Organization**
 - d. Project
4. In _____ systems there is direct interaction of the operator and the TPS system
 - a. Online**
 - b. Offline
 - c. Batch
 - d. Reporting
5. The system which supports such information and its flow may vary according to the nature of the
 - a. Classification
 - b. Function**
 - c. Application
 - d. Area
6. An organization's strategy supported by information system fulfilling its business objectives came to be known as
 - a. operational information system
 - b. tactical information system
 - c. Business information system
 - d. Strategic Information System**
7. Under Porter's framework, enterprises have four generic strategies available to them whereby they can attain above-average performance. They are cost focus, differentiation, focus differentiation and _____.
 - a. price leadership
 - b. point leadership
 - c. objective leadership
 - d. cost leadership**
8. MIS helps in identifying a proper mechanism of _____ of data
 - a. Storage**
 - b. Distribution
 - c. Collection
 - d. Elimination
9. Out of many possible interpretations of a _____ an organization adopts in business, it is found that a majority is concerned with competition between corporations.

- a. Plan
 - b. Strategy**
 - c. Business
 - d. idea
10. Latest software are used and accordingly the business procedures are modified, so that documents are worked upon more easily and efficiently. This is known as ____.
- a. change management
 - b. process management
 - c. workflow management**
 - d. process redesign
11. ____ helps in reorganization of the entire work force along with various flows, minimizing the wastages, and giving the system a new dimension.
- a. business product redefinition
 - b. business product reengineering
 - c. business process redefinition
 - d. business process reengineering**
12. In the life cycle approach to the development of MIS program specification is the step after ____.
- a. conceptual design
 - b. review and audit
 - c. system specification**
 - d. assess feasibility
13. The ____ strategic plan should be the basis for the MIS strategic plan
- a. employee's
 - b. manager's
 - c. customer's
 - d. organization's**
14. One can define the ____ as the information required by a number of personnel, departments and divisions or the functions in the organization.
- a. decision support information
 - b. functional managerial information
 - c. operational information
 - d. organizational information**
15. The ____ creates an awareness of those aspects of business where the manager is forced to think, decide and act.
- a. Data
 - b. Project
 - c. Blue print
 - d. Knowledge**
16. All management organizations use explicit standard operating procedure to ____.
- a. Minimize wastage
 - b. Maximize efficiency**
 - c. Maximize Profit
 - d. Minimize efficiency
17. The first step involved in planning is ____.
- a. Definition
 - b. Analysis**
 - c. Design
 - d. Execution
18. ____ And costing of products is also an important aspect of operational planning.
- a. Quality
 - b. Analyzing
 - c. Estimating

d. pricing

19. The components of a _____ include a database of data used for query and analysis, software with models, data mining and other analytical tools and a user interface.
- a. **DSS**
 - b. TPS
 - c. KBS
 - d. ESS
20. The DSS database is a collection of current or historical data from a number of applications or groups. It can be small database or a massive _____ from a large company, which is continuously being updated.
- a. Information network
 - b. **Data warehouse**
 - c. Storage
 - d. database
21. _____ is the science and technology based on various functions to develop a system that can think and work like a human being.
- a. Expert System
 - b. Neural Network
 - c. Data mining
 - d. **Artificial Intelligence**
22. enterprise enables employees, professionals, teams, groups, vendors, customers to perform business operations through electronic exchange of data and information anywhere at any time
- a. **E- business**
 - b. C-business
 - c. D- business
 - d. E-exchange
23. The enterprise solutions like ERP, SCM, and CRM run on Internet (Internet / Extranet) & _____.
- a. LAN
 - b. MAN
 - c. **WAN**
 - d. None
24. A _____ is the choice out of several options made by the decision- maker to achieve some objective in a given situation.
- a. Chance
 - b. Selection
 - c. **Decision**
 - d. Result
25. The quality of decision-making is to be judged on the _____ and not necessarily on the result it produces.
- a. Effectiveness
 - b. Efficiency
 - c. **Rationality**
 - d. irrationality
26. The _____ values of the decision-maker play a major role in decision-making.
- a. **Personal**
 - b. Rational
 - c. Professional
 - d. Individual
27. The decision support system can be based on three different approaches : behavioural models, management science models, and _____.
- a. Hirarchical model
 - b. Network model
 - c. Object models

d. Operational research model

28. The Decision Support System helps in making a decision and also in its ____ .

a. Performance evaluation

- b. Development Evaluation
- c. Parametric Evaluation
- d. Decision assesment

29. The ____ and scope of information also changes depending upon the risk in decision-making.

- a. Structure
- b. Quality
- c. Value

d. Quantum

30. Ethernet over unshielded twisted pair cabling, and Wi-Fi are the two most common technologies currently being used with .

- a. Point to point Links
- b. Wide area network

c. Local Area Network

- d. Metropolitan area network

31. ____ uses routers and public communications links with a very high data transfer rates

- a. Point to point Links
- b. Wide area network
- c. Local Area Network

d. Metropolitan area network

32. A new trend is the creation of an IT leadership team comprising the ____ and the Chief Information Officer.

- a. Chief Operations Officer
- b. Chief Executive Officer

c. Chief Technology Officer

- d. Chief Financial Officer

33. As a ____, he or she must cross the traditional departmental boundaries and become involved in affairs of production, distribution, marketing, and finance.

- a. Leader
- b. Monitor
- c. Liaison

d. Spokesman

34. The Internet and PC have changed and moved IT from being a back-office, personal productivity tool, to a tool.

- a. Communication

b. Business

- c. Reporting
- d. Information

35. A ____ is a very powerful computer with special software and equipment that enable it to function as the primary computer in the network.

a. Network server

- b. Network communication
- c. Desktop
- d. Network

36. The business management process has changed from function management to ____ management

a. Process

- b. Product
- c. Consumer
- d. service

37. ____ are used to solve extremely complex problems like mapping of human genome, forecasting weather an modeling complex processes like nuclear fission.

- a. Desktop computer

- b. Mini Computer
- c. Mainframe computer

d. Super Computer

38. Source document prepared by one clerk can be verified by another clerk to improve accuracy. This is called .

- a. Control total
- b. Verification**
- c. Transaction code
- d. Labels

39. The ____ is the control of the data entry process.

- a. Physical facility control
- b. Input control**
- c. Information system control
- d. Procedural Control

40. _____ is the process through which manager assures that actual activities are according to standards leading to achieving of common goals.

- a. Measurement
- b. Progress
- c. Control**
- d. Monitor

Section - B
(2 marks each)

41. MIS classification depends on the following aspects : functionality, ____, ____, processing type and frequency of usage .

- a. Size, infrastructure
- b. Utility, area of application
- c. Organizational structure, people
- d. People, usage**

42. A complete business system requires models from three different perspective State model, ____ model and ____ model.

- a. data, interaction
- b. entity, interaction
- c. class, interaction**
- d. global, interaction

43. The object which inherits properties is said to belong to a class called the ____ class and the object class from which the properties are derived is called the ____ class.

- a. upper , base
- b. lower , base
- c. middle , base
- d. derived , base**

44. Business process redesign is part of the revolutionary level which involves more thorough re-evaluation of the enterprise ____ and the ____.

- a. efficiency and effectiveness
- b. network and effectiveness
- c. issues and efficiency

d. value chain and production process

45. There are two basic factors which may be considered to be adopted by organization in their strategies are ____ and ____

- a. low cost, product production
- b. low cost, product differentiation**
- c. high cost, product differentiation
- d. high cost, product production

46. A concept called as _____ is used, to make everybody and all the process in organization contribute towards better quality
- Complete quality management
 - Partial quality management
 - Quality management
 - Total quality management**
47. In the Lewins model of implementing of MIS in an organization, the first step and the second step are _____ and _____ respectively.
- refreezing and choosing
 - unfreezing and choosing**
 - analyzing and freezing
 - choosing and freezing
48. In the refreezing step of Lewin's model, the change is _____ and equilibrium is _____.
- evident , established
 - consolidated , reinforced**
 - analyzed , established
 - made , disturbed
49. The knowledge is required by the _____ and _____ management as they are the ones who conceive, plan and implement the business plan.
- middle and intermediate
 - middle and top**
 - top and bottom
 - bottom and middle
50. All organizations have their own _____ and _____ arising from differences in interest groups.
- methods and procedures
 - policies and ventures
 - cultures and policies**
 - objectives and procedures
51. The competitive forces model, _____, and _____ are useful concepts for identifying strategic opportunities for systems at the industry level.
- servicing and balancing
 - networking and collaborating
 - information partnerships and network economics**
 - scaling and pricing
52. Buyers and sellers through internet drive the _____ and _____ based web systems.
- traders , internet
 - market , vendor
 - traders and vendor**
 - market , internets
53. A decision otherwise being very sound on the _____ and _____ may be rejected on the basis of the personal values, which are defeated if such a decision is implemented.
- business principle, economic rationality**
 - market condition, various parameters
 - organizations functions, core strength
 - organization strategy, core strength
54. The decision making process requires _____, _____ and deep understanding of human behaviour
- creativity, imagination**
 - sincerety, honesty
 - ability, reflection
 - adaptability, creativity
55. In decision-making, we know that there are two types of decisions _____ and _____.
- pessimistic , optimistic

- b. good , bad
- c. strong , week
- d. programmable, non programmable**

56. The decision support system can be based on three different approaches : operations research models, _____ and _____ .
- a. object models, network models
 - b. hierarchical models, object models
 - c. management science models, behavioral models**
 - d. behavioral models, network models
57. A _____ provides a single, pre-established WAN communications path from the customer premises through a carrier network, such as a telephone company, to a _____ network.
- a. local area network , remote
 - b. Wide area network, local
 - c. Point-to-point Links, remote**
 - d. Metropolitan area network, local
58. _____ typically use wireless infrastructure or _____ connections to link their sites.
- a. local area network , coaxial cable
 - b. Metropolitan area network, optical fibre**
 - c. Wide area network, optical fibre
 - d. Point-to-point Links, coaxial cable
59. The portfolio management model divides IT projects into various categories of ascending _____ and potential _____ .
- a. cost, projects
 - b. risk, value
 - c. task, user
 - d. revenue, customer**
60. The system processing design is, therefore, concerned about the performance, which is a result of speed, _____ and _____
- a. accuracy , utility
 - b. precision, storage
 - c. utility, storage
 - d. accuracy , reliability**

Section - C
(4 marks each)

61. Consider the following statements :P) Control is the process through which manager assures that actual activities are according to standards leading to achievement common goals.Q) Insurance is also available to cover the cost of reconstructing data and program files. Which of the following is correct?"
- a. Both statements are True**
 - b. b. Both statement are False
 - c. c. Statement P is True and Statement Q is False
 - d. d. Statement P is False and Statement Q is True
62. "Consider the following statements :
- P) Technical evaluation deals with the testing parameters, such as data transfer needs, the response level, the successful connectivity of the different hardware platforms, and the degree of meeting the overall system performance standards.
- Q) The operational feasibility evaluation considers the people-related issues and whether the systems and the procedures of the organisation are complementary and conducive.
- Which of the following is correct ?"
- Choose one answer.
- a. Statement P is True and Statement Q is False

b. Both Statements are true

c. Statement P is False and Statement Q is True

d. Both statements are false

63. Consider the following statements : P) In contemporary IT-savvy organizations, a network is used to move information around the organization and between desktops. Q) The CIO's role is more oriented towards technology, implementation of projects, and streamlining back office operations. Which of the following is correct ?"

Choose one answer.

a. Both Statements are true

b. Statement P is True and Statement Q is False

c. Both statements are false

d. Statement P is False and Statement Q is True

64. Match the following :

P) TPS

x) The system adopted is capable of quick data acquisition and interpretation of the data which is necessary in decision making.

Q) KBS

Y) Helps the management in decision-making by providing them with reports and different statistical tools.

R) MRS

Z) Helps in conducting the daily routine activities like sales order entry, airline reservations, payroll

a) P-X, Q-Y, R-Z

b) P-Y, Q-Z, R-X

c) P-Z, Q-X, R-Y

d) P-X, Q-Z, R-Y

65. In implementing a computer based information system, the major behavioural factor which affect the system are _____; need for _____; organizational _____, _____ to change organizational climate.

a) Decision making, change, behaviour, willingness

b) Decision structure, change, behaviour, acceptance

c) Decision style, explanation, expectation, resistance

d) Decision support, explanation, changes, willingness

66. Under porter;s framework, enterprise have four generic strategy available to them whereby they can attain above average performance. They are

a) Cost leadership, differentiation, product focus, focused differentiation

b) Cost leadership, integration, product focus, focused differentiation

c) Cost leadership, differentiation, cost focus, focused differentiation

d) Cost leadership, integration, Cost focus, focused differentiation

67. _____ Security deals with a number of hazards like fire, natural disaster, etc. while procedural controls deals with _____ only.

a. Physical, access control

b. Insurance, organizations

c. External , computers

d. Comprehensive, employees

68. Point to point circuits are generally priced based on _____ and _____ between the two connected points

a. metropolitan area network, distance

b. bandwidth, distance

c. Wide area network, distance

d. local area network , area

69. The decision support system can be based on three different approaches : management science models, _____ and _____ .

- a. object models, network models
- b. hierarchical models, object models
- c. operations research models, network models
- d. operations research models, behavioral models**

70. The decision making process requires creativity, _____ and _____ of human behaviour

- a. adaptability, deep understanding**
- b. ability, reflection
- c. adaptability, knowledge
- d. imagination , deep understanding

71. _____ and _____ through Internet drive the market and Internet-based web systems.

- a. traders and vendors
- b. b. buyers and sellers**
- c. c. buyers and vendors
- d. d. vendors and sellers

72. Genetic algorithm software uses _____ function , randomizing and other _____ functions to simulate evolutionary processes that can generate increasingly better solutions to problems

- a. Darwins and linear
- b. Eulers and Darwins
- c. Darwins and mathematics**
- d. Eulers and Linear

73. Robotic technology produces robot machines with computer _____ and computer _____, humanlike physical capabilities.

- a. network , software
- b. controlled , machinery
- c. intelligence , controlled**
- d. circuits, accessories

74. The object which inherits properties is said to belong to a class called the _____ class and the object class from which the properties are derived is called the _____ class.

- a. upper , base
- b. lower , base
- c. middle , base
- d. derived , base**

75. A decision otherwise being very sound on the _____ and _____ may be rejected on the basis of the personal values, which are defeated if such a decision is implemented.

- a. business principle, economic rationality**
- b. market condition, various parameters
- c. organizations functions, core strength
- d. organization strategy, core strength