

Management Information System

1:30pm to 3:30pm

Semester – II

June 9, 2011

Section - A  
(1 mark each)

1. MIS aids in \_\_\_\_\_ the information generated by various departments of the organization.
  - a. designing
  - b. distributing
  - c. **integrating**
  - d. shifting
2. The last stage of transformation from manual system to digital form is
  - a. review
  - b. formulations and coding
  - c. verification and validation
  - d. **documentation**
3. In Computer's Database Data is stored in \_\_\_\_\_
  - a. File
  - b. **Row and Column**
  - c. Directory
  - d. Table
4. The nature of information at the \_\_\_\_\_ is highly unstructured.
  - a. tactical level
  - b. **strategic level**
  - c. operational level
  - d. management level
5. The smallest portion of system checking is called \_\_\_\_\_.
  - a. Unit testing
  - b. System testing
  - c. **Module testing**
  - d. Function testing
6. 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**
7. 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

8. A computer used for Whether Forecasting is known as \_\_\_\_\_

- a. Computer
- b. Special Purpose Computer
- c. General purpose Computer
- d. **Mainframe**

9. In the life cycle approach to the development of MIS program specification is the step after \_\_\_\_\_ .

- a. review and audit
- b. conceptual design
- c. **system specification**
- d. assess feasibility

10. In the life cycle approach to the development of MIS, physical design is the step after \_\_\_\_\_ .

- a. system specification
- b. assess feasibility
- c. install the system
- d. **conceptual design**

11. Checking availability of Ticket is considered as \_\_\_\_\_ System.

- a. Internet
- b. **Real time**
- c. Batch
- d. Online

12. KM edge is tracked continuously and reported in a fixed format, for consistency and at fixed interval for updating the \_\_\_\_\_ .

- a. **knowledge base**
- b. information base
- c. data base
- d. network base

13. The concept called as \_\_\_\_\_ is used, to make everybody and all the process in organization contribute towards better quality.

- a. BPR
- b. **TQM**
- c. Customer Focus
- d. Benchmark

14. All management organizations use explicit standard operating procedures to \_\_\_\_\_ .

- a. maximize profit
- b. minimize wastages
- c. minimize efficiency
- d. **maximize efficiency**

15. The operational planning decides on the investment and \_\_\_\_\_ control.

- a. estimate
- b. **cost**
- c. escalation
- d. quality

16. \_\_\_\_\_ is truly used as DATABASE from the given application.

- a. Unix
- b. Dot NET
- c. **MSQL**
- d. Tally

17. 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. database
- b. information network
- c. storage
- d. **data warehouse**

18. \_\_\_\_\_ models such as linear programming are used to determine optimal resource allocation.

- a. object
- b. class
- c. differential
- d. **optimization**

19. \_\_\_\_\_ is the science and technology based on various functions to develop a system that can think and work like a human being.

- a. Neural networks
- b. **Artificial Intelligence**
- c. Data mining
- d. Expert systems

20. When the system is complex, and required lots of budget and time span at that time mostly \_\_\_\_\_ approach is used for Software Development.

- a. Life Cycle Approach
- b. Phased Approach
- c. Direct mapping Approach
- d. **Prototype Approach**

21. capabilities have given E-business enterprise a cutting edge capability advantage to increase the business value.

- a. Remote
- b. Extranet
- c. Intranet
- d. **Internet**

22. In \_\_\_\_\_ enterprise, most of the things are electronic, use digital technologies and work on databases, knowledge bases, directories and document repositories.

- a. E-exchange
- b. D-business
- c. **E-business**
- d. C-business

23. The paradigm shift to E-enterprise has brought the transformation of Industrial manufacturing economy to \_\_\_\_\_based service economy.

- a. business
- b. technology
- c. enterprise
- d. **knowledge**

24. The business decision-making is \_\_\_\_\_ in nature.

- a. parallel
- b. distributed
- c. **sequential**
- d. random

25. The \_\_\_\_\_ values of the decision-maker play a major role in decision-making.

- a. professional
- b. **personal**
- c. individual
- d. relational

26. A \_\_\_\_\_ is a computer network covering a small geographic area.

- a. **local area network**
- b. Point-to-point Links
- c. Wide area network
- d. Metropolitan area network

27. The largest and most well-known example of a \_\_\_\_\_ is the Internet.

- a. Point-to-point Links
- b. local area network
- c. Metropolitan area network
- d. **Wide area network**

28. \_\_\_\_\_ are large computer networks usually spanning a city.

- a. Wide area network
- b. **Metropolitan area network**
- c. local area network
- d. Point-to-point Links

29. A new trend is the creation of an IT leadership team comprising the \_\_\_\_\_ and the Chief Information Officer.

- a. Chief Executive Officer
- b. Chief Operations Officer
- c. **Chief Technology Officer**
- d. Chief Financial Officer

30. \_\_\_\_\_ are senior executives responsible for all aspects of their companies' information technology and systems.

- a. Chief Operations Officer
- b. **Chief Information Officer**
- c. Chief Financial Officer
- d. Chief Executive Officer

31. 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
  - b. network communication
  - c. **network server**
  - d. desktop
32. Network servers may be mounted in large racks or reduced to small units called \_\_\_\_\_ which can be slid in and out of a case.
- a. **blades**
  - b. groups
  - c. plates
  - d. tables
33. \_\_\_\_\_ are used to solve extremely complex problems like mapping of human genome, forecasting weather and modeling complex processes like nuclear fission.
- a. Mainframe computers
  - b. Desktop computers
  - c. **Super computers**
  - d. Mini computers
34. The off-line batch processing of data bringing out reports at the end of the period has been rejected in favour of the \_\_\_\_\_ real time systems for an access to know the current status of the business.
- a. out-line
  - b. **on-line**
  - c. in-line
  - d. off-line
35. \_\_\_\_\_ is involved changes in structure organizational culture and processes.
- a. **BPR**
  - b. DSS
  - c. MRS
  - d. EIS
36. If the manager operates in a known environment then it is a .
- a. Open decision making system
  - b. **Closed decision making system**
  - c. Both of them
  - d. None of them
37. Decision are made using a model of the problem for developing various solution alternatives.
- a. **What if analysis**

- b. Sensitive analysis
- c. Goal seeking analysis
- d. Goal achieving analysis

**38. The barriers for the success of KMS are.**

- a. Turnover of people
- b. Loss of power of possession
- c. Complex organization structure
- d. All of the above.**

**39. .... is a huge set of interlinked documents, images and other resources, linked by hyperlinked and URL.**

- a. HTTP
- b. HTML
- c. WWW**
- d. FTP

**40. .... is a web based interface on an integrated internet / intranet / extranet platform allowing customers to use application and other services.**

- a. E-mail
- b. Video conferencing
- c. Portal**
- d. Web-sites

**Section - B**  
**(2 marks each)**

**41. The data from the database is \_\_\_\_\_ and \_\_\_\_\_ by using different tools and techniques.**

- a. manipulated and tabulated
- b. sorted and tabulated
- c. tabulated and analysed
- d. processed and analyzed**

**42. There are two basic factors which may be considered to be adopted by organization in their strategies are \_\_\_\_\_ and \_\_\_\_\_**

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

**43. The problem of resistance to change can be handled through education, \_\_\_\_\_ and \_\_\_\_\_ .**

- a. training , participation
- b. persuasion , participation**
- c. participation, development
- d. persuasion, training

**44. The operational planning decides on the \_\_\_\_\_ and \_\_\_\_\_ control.**

- a. cost, quality

- b. pricing, escalation
- c. **investment, cost**
- d. investment, estimate

45. Robotic technology produces robot machines with computer \_\_\_\_\_ and computer \_\_\_\_\_, humanlike
- a. network , software
  - b. circuits, accessories
  - c. **intelligence , controlled**
  - d. controlled , machinery
46. The decision making process requires creativity, \_\_\_\_\_ and \_\_\_\_\_ of human behaviour
- a. **imagination , deep understanding**
  - b. ability, reflection
  - c. adaptability, knowledge
  - d. adaptability, deep understanding
47. A new trend is the creation of an IT leadership team comprising of the \_\_\_\_\_ , who focuses on how technology can be used to achieve business goals and the \_\_\_\_\_ , who role is more of managing changes and relationships.
- a. CTO, CFO
  - b. COO, CIO
  - c. **CTO, CIO**
  - d. CEO, CFO
48. Processing control is further divided into \_\_\_\_\_ and \_\_\_\_\_ control.
- a. economical , financial
  - b. technical , operational
  - c. **hardware, software**
  - d. function , modules
49. 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. Metropolitan area network, local
  - c. **Point-to-point Links, remote**
  - d. Wide area network, local
50. \_\_\_\_\_ is used to create and store definitions of data, location, format for storage and other characteristics.
- a) Data Flow Diagram
  - b) Data Flow
  - c) **Data Dictionary**
  - d) Feasibility study
51. The expert or experienced user are asked to give their best answer- this approach is called \_\_\_\_\_
- a) Requirement Gathering
  - b) Dolphin method
  - c) **Delphi method**
  - d) Interview
52. Ethernet over unshielded twisted pair cabling and Wi-Fi are the two most common technologies currently being used with \_\_\_\_\_.
- a) **LAN**
  - b) WAN



- c) MAN  
d) none
53. ....is the science and technology based on various functions to develop a system that can think and work like human being.  
a. Internet  
**b. Artificial intelligence**  
c. Ethernet  
d. Voice telephony
54. .... is a process of progressively ascertaining the information needs, developing methodology, trying it out on smaller scale with respect to the data and complexity.  
a. Closed decision making system  
b. Open decision making system  
**c. Prototyping approach**  
d. Life cycle approach
55. the principals required to understand a real world problem are modeled as ..... Which are then used in various business applications.  
a. Business frames  
b. Business rules  
c. Business groups  
**d. Business objects**
56. In ..... model, customer initiates actions after logging on to the seller's website or to server.  
a. B2B  
b. B2C  
**c. C2B**  
d. C2C
57. when virtual groups from different area, they come together to perform a task to achieve some result.  
a. E-commerce  
b. E-business  
c. E-communication  
**d. E-collaboration**
58. The requisite variety of situations means that for efficient programmed decision making. It is necessary for the manager to provide.  
a. all the decision alternatives  
b. the decision rule to handle situation  
c. method to generate a choice  
**d. all of the above**
59. .... techniques have emerged as very powerful tools for planning and control on one time tasks.  
a. Cash budgeting  
b. Ratio analysis  
**c. PERT – CPM**  
d. Return on investment
60. control is the process through which manager assures that actual activities are according to standards leading to achieving of common goal. Various types of security controls are.  
a. Administrative control  
b. Information system control  
c. Procedural control



d. All of the above.

**Section - C****(4 marks each)**

**61. In implementing a computer based information systems the major behavioral factors which affect the system are : \_\_\_\_\_ , need for \_\_\_\_\_, organizational \_\_\_\_\_ , \_\_\_\_\_ to change and organizational climate.**

- a. decision making, change, behaviour, willingness
- b. decision support, explanation, changes, willingness
- c. **decision styles, explanation, expectations, resistance**
- d. decision structure, change, behaviour, acceptance

**62. "consider the following statements : P) This process of change for the betterment of the organization is called as Business process re-engineering. Q) Experts make use of applications with animation tools for BPR. Which of the following is correct ?"**

- a. Statement P is False and Statement Q is True
- b. Both P and Q are true
- c. **Statement P is True and Statement Q is False**
- d. Both P and Q are false

**63. The feasibility of a proposed system can be evaluated in four major categories which are :**

- a. **technical, economic, operational, schedule**
- b. technical, economic, operational, system
- c. technical, economic, overall, operational
- d. technical, economic, system, schedule

**64. "Consider the following statements : P) A DSS helps manager to take a decision whereas an ES acts as a decision maker or an advisor to the manager. Q) A DSS is meant only for decision making whereas an ES provides expertise to the manager. Which of the following is correct ?"**

- a. Both statements are false
- b. Statement P is False and Statement Q is True
- c. Statement P is True and Statement Q is False
- d. **Both Statements are true**

**65. "Consider the following statements :**

**P) An important function of a manager is to determine whether the dividing line is reached between insufficient knowledge and the enough information to make a decision.**

**Q) Sometimes, the timing of the decision is such that one is forced to make a decision but the environment is not conducive for it.**

**Which of the following is correct ?"**

- a. Both statements are false
- b. Statement P is True and Statement Q is False
- c. Statement P is False and Statement Q is True
- d. **Both Statements are true**

**66. Consider the following statements : P) Behavioural analysis can be used to**

set the points for alert, alarm and action for the decision-making. Q) Management science models are developed on the principles of business management, accounting and econometrics. Which of the following is correct ?"

- a. Both statements are false
- b. Statement P is True and Statement Q is False
- c. **Both Statements are true**
- d. Statement P is False and Statement Q is True

67. "Consider the following statements :

P) TCP makes a virtual ""connection"", which gives some level of guarantee of reliability.

Q) Web services also use HTTP to allow software systems to communicate in order to share and exchange business logic and data.

Which of the following is correct ?

- a. **Both Statements are true**
- b. Both statements are false
- c. Statement P is True and Statement Q is False
- d. Statement P is False and Statement Q is True

68. "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 ?"

- a. Statement P is False and Statement Q is True
- b. Both statements are false
- c. **Statement P is True and Statement Q is False**
- d. Both Statements are true

69. "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 ?"

- a. Statement P is False and Statement Q is True
- b. Both statements are false
- c. Statement P is True and Statement Q is False
- d. **Both Statements are true**

70. "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. Statement P is True and Statement Q is False
- c. Statement P is False and Statement Q is True
- d. Both statement are False

**71. "Consider the following statements :P) PDA are systems which are kept on top of desks in various offices, residences, class rooms, departmental store, showrooms etc.Q) It is possible to carry a notebook computer in pockets, hence is very convenient to use."**

- a. Statement P is True and Statement Q is False
- b. **Both are False**
- c. Statement P is False and Statement Q is True
- d. Both are True

**72. In implementing a computer based information systems the major behavioural factors which affect the system are : \_\_\_\_\_ , need for \_\_\_\_\_, organizational \_\_\_\_\_ , \_\_\_\_\_ to change and organizational climate.**

- a. decision making, change, behaviour, willingness
- b. decision support, explanation, changes, willingness
- c. **decision styles, explanation, expectations, resistance**
- d. decision structure, change, behaviour, acceptance

**73. Under Porter's framework, enterprises have four generic strategies available to them whereby they can attain above-average performance. They are :**

- a. cost leadership, integration, cost focus, focused differentiation
- b. cost leadership, integration, product focus, focused differentiation
- c. cost leadership, differentaition, product focus, focused differentiation
- d. **cost leadership, differentiation, cost focus, focused differentiaion**

**74. "Consider the following statements : P) The enterprise solutions like ERP, SCM, and CRM run on Internet (Internet / Extranet) & Wide Area Network (WAN). Q)In E-business enterprise traditional people organization based on 'Command Control' principle is absent. Which of the following is correct ?"**

- a. **Both Statements are true**
- b. Both statements are false
- c. Statement P is True and Statement Q is False
- d. Statement P is False and Statement Q is True

**75. A ..... micro cell which is connected to thousands of other micro cells in the brain and all the other parts of the human body containing nerves. It is a system which tries to learn from the database and the manager then decides what the right answer is.**

- a. Robots
- b. Nerves
- c. Brain
- d. **Neuron**