

MODEL PAPER
MB0047 Management Information Systems
(4 Credits)

Group A: 1 Marks Questions (Question Number 1-40)

Group B: 2 Marks Questions (Question Number 41-60)

Group C: 4 Marks Questions (Question Number 61-75)

Full Marks: 140

Please Answer All Questions – Only One Option is Correct

Group A

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 helps in identifying a proper mechanism of _____ of data.

- a) storage
- b) distribution
- c) collection
- d) elimination

3 Some of the processes like artificial intelligence, generating management related information, providing aid in decision making, necessary support systems, and executive information system are the classification of MIS

- a) Functionality
- b) Utility
- c) area of application
- d) processing type

4 A information is easy to process further.

- a) Management
- b) Unstructured
- c) Structured
- d) Generated

5 The is automated to work on the knowledge based data and information required in a particular domain of management activity.

- a) Transaction processing systems
- b) Knowledge based systems
- c) On line analytical processing systems
- d) Executive information systems

6 ____ refers to a system in which there are predefined multiple instances of various modules used in business applications.

- a) Transaction processing systems
- b) Knowledge based systems
- c) On line analytical processing systems
- d) Executive information systems

7 It is a system developed as model which are representative of real world cases.

- a) TPS
- b) DSS
- c) KBS
- d) OOS

8 A complete business systems requires models from three different perspectives – State model, interaction model and ____ model.

- a) entity
- b) global
- c) data
- d) class

9 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) objective leadership
- b) price leadership
- c) point leadership
- d) cost leadership

10 Business process redesign is part of the revolutionary level which involves more thorough re-valuation of the enterprise ____ and the production process.

- a) value chain
- b) efficiency
- c) issues
- d) network

11 ____ involves reconfiguration of the scope and tasks of the business network.

- a) Business network redesign
- b) Business process redesign

- c) Business process enterprise
- d) Business network enterprise

12 ____ and Internal Integration are the two levels belonging to the evolutionary levels.

- a) business scope rdefinition
- b) business network redesign
- c) business process redesign
- d) localized exploitation

13 The process in which the existing system in the organization is totally reexamined and radically modified for incorporating the latest technology is known as ____.

- a) business process re-engineering
- b) change management
- c) changing technology
- d) redesigning

14 _____ 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 process reengineering
- c) business product reengineering
- d) business process redefinition

15 This process of change for the betterment of the organization is called as ____ .

- a)Business process re-engineering
- b)Business process engineering
- c)Business process re-inventing
- d)Business process innovation

16 In the Lewins model of implementing of MIS in an organization, the first step is ____ .

- a) unfreezing
- b) refreezing
- c) choosing
- d) analyzing

17 Implementation of MIS in an organization is a process where organizational transformation takes place. ____ model can be used bring the transformation.

- a) Johnson
- b) Lewin
- c) Abraham
- d) Porter

18 In the ____ step of Lewin's model, the change is consolidated and equilibrium is reinforced.

- a) unfreezing
- b) refreezing
- c) choosing
- d) analyzing

19 The _____ strategic plan should be the basis for the MIS strategic plan.

- a) employee's
- b) organization's
- c) manager's
- d) customer's

20 One can define the _____ as the information required by a number of personnel, departments and divisions or the functions in the organization.

- a) operational information
- b) functional managerial information
- c) decision support information
- d) organizational information

21 _____ is largely factual, statistical and detailed in multi-dimensions of the function.

- a) operational information
- b) functional information
- c) decision support information
- d) organizational information

22 The functional information is used by a manager to plan and _____ the function.

- a) execute
- b) monitor
- c) track
- d) control

23 Information can be determined by constructing a _____ of information versus user as per the table given below.

- a) matrix
- b) table
- c) diagram
- d) chart

24 Middle management and operations management people use the information class of type _____ .

- a) functional managerial knowledge
- b) organizational
- c) Decision Support
- d) Operational

25 The functional information can be assessed on the following three parameters – the _____, the responsibility and the functional objectives.

- a) work
- b) people
- c) organization
- d) software characteristics

26 _____ is used in a decision support system for model building and problem solving.

- a) data
- b) information
- c) object
- d) knowledge

27 Decision made about what task has to be done, when it has to be done, by whom and how it has to be done is known as _____.

- a) planning
- b) execution
- c) deciding
- d) managing

28 The planning is adopted by the _____ level executives in the organization.

- a) middle
- b) top
- c) bottom
- d) intermediate

29 The operational planning decides on the _____ and cost control.

- a) estimate
- b) investment
- c) escalation
- d) quality

30 _____ and costing of products is also an important aspect of operational planning.

- a) estimating
- b) pricing
- c) analysing
- d) quality

31 ERP stands for .

- a) Enterprise Reserve planning
- b) Enterprise Resource Planning

- c)Elementary Resource planning
- d)Elementary Resource planning

32 The _____ database is a collection of current or historical data from a number of applications or groups.

- a)TPS
- b)DSS
- c)ESS
- d)KBS

33 The business decision-making is in nature.

- a)distributed
- b)sequential
- c)random
- d)parallel

34 The Decision Support System helps in making a decision and also in its _____ .

- a) performance evaluation
- b) design assessment
- c) developmental evaluation
- d) parametric evaluation

35 A new trend is the creation of an IT leadership team comprising the_____ and the Chief Technology Officer.

- a) Chief Executive Officer
- b) Chief Information Officer
- c) Chief Financial Officer
- d) Chief Operations Officer

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 modelling complex processes like nuclear fission.

- a) Mini computers
- b) Super computers
- c) Mainframe computers
- d) Desktop computers

38 A _____ is processed with reference to business rules, it is scrutinized for conformance to the rules, policy or guidelines before it is taken up for further processing.

- a) information
- b) transaction
- c) operation
- d) data

39 _____ assures the accuracy, validity and propriety of information system activities.

- a) Administrative control
- b) information systems control
- c) procedural control
- d) physical facility control

40 Before any transaction can be input into the system, a specific code should be assigned to it called as.

- a) transaction codes
- b) verification
- c) control totals
- d) labels

Group B

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

- a) organization structure and people
- b) size , infrastructure
- c) people , usage
- d) utility , area of application

42 A complete business systems requires models from three different perspective – class model, _____ model and _____ model.

- a) entity, interaction
- b) global, interaction
- c) state, interaction
- d) class, global

43 Business process redesign is part of the revolutionary level which involves more thorough re-valuation of the enterprise _____ and the _____.

- a) value chain and production process
- b) efficiency and effectiveness
- c) issues and efficiency
- d) network and effectiveness

44 The process reengineering brings about a radical change in the _____ of the information and related _____ from one business function to another very efficiently.

- a) production, documents
- b) flow , documents
- c) abstraction , documents
- d) generation, documents

45 In the refreezing step of Lewin's model, the change is _____ and equilibrium is _____.

- a) evident , established
- b) made , disturbed
- c) consolidated , reinforced
- d) analyzed , established

46 In the systems lifecycle the desing phase leads to _____ and _____ .

- a) requirements collection , prototyping
- b) prototyping , implementation
- c) feasibility study , validation
- d) testing, feasibility study

47 The managers in the functional areas of management are responsible for achieving the targets and accomplishing the _____ and _____.

- a) goals and objectives
- b) vision and mission
- c) vision and objectives
- d) mission and goals

48 The functional information can be assessed on the following three parameters – the _____, the _____ and the functional objectives.

- a) work, responsibility
- b) people, commitment
- c) organization, approach
- d) software characteristics, personnel

49 All organizations have their own _____ and _____ arising from differences in interest groups.

- a) methods and procedures
- b) objectives and procedures
- c) policies and ventures
- d) cultures and policies

50 A business decision making process depends upon the level of _____ and _____ involved in the problem.

- a) uncertainty, certainty
- b) risk, uncertainty
- c) management, variables
- d) business, parameters

51 Neural Networks can be used in various business applications like _____, _____, market analysis etc.

- a) forecasting, stock analysis
- b) graphical analysis, linear analysis
- c) budgeting, costing
- d) monitoring , controlling

52 The basis of conventional organization design is command & control which is now _____ and _____ .

- a)collaborate & control.
- b)communicate & control
- c)command & collaborate
- d)command & communicate

53 The four business models that work together in an e-enterprise organization are _____ , _____ , ebusiness and ecommerce.

- a) eshopping, ebuying
- b) ebuying , eselling
- c) ecommunication, ecollaboration
- d) etrading, eordering

54. In reality, there is no right or wrong decision but a ____ or ____ decision.

- a) big , small
- b) rational , irrational
- c) optimistic, pessimistic
- d) good, bad

55 Decision making at the middle level is of type____ and that at the top level is of type ____ .

- a) certainty, risk
- b) uncertainty, risk
- c) certainty, uncertainty
- d) risk, uncertainty

56 The ____and ____of information also changes depending upon the risk in decision-making.

- a) value , scope
- b) quantum , structure
- c) quantum , scope
- d) quantum , value

57 Management Science models are developed on the principles of _____ , _____ , _____.

- a) Networking, behaviour, hierarchy
- b) business management, accounting, econometrics
- c) accounting, systems, HR
- d) economics, engineering, and science

58 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)Wide area network, local
- b)local area network , remote
- c)Metropolitan area network, local
- d)Point-to-point Links, remote

59 _____ and _____are the protocols by which data are transmitted over networks.

- a) HTTP, FTP
- b) TCP, FTP
- c) HTTP, UDP
- d) TCP , UDP

60 As a monitor, the CIO must scan the external environment to keep up with _____and _____.

- a) technical changes , competition
- b) Market changes, technical changes
- c) Development, competition
- d) Control factors, competitive pricing

Group C

61 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 etc.

The correct answer is:

- 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

62 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, behavior, willingness
- b) decision structure, change, behavior, acceptance
- c) decision styles, explanation, expectations, resistance
- d) decision support, explanation, changes, willingness

63 Under Porter's framework, enterprises have four generic strategies 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

64 Match the following:

P) Six sigma X) measuring performances against standards

Q) Customer focus Y) specific measure of quality

R) Benchmarking z) service, product features, quality

Which of the following is correct?

- a) P-X, Q-Y, R-Z
- b) P-Y, Q-Z, R-X
- c) P-Z, Q-X, R-Y
- d) P-Y, Q-X, R-Z

65 DFD uses symbols like circle, rectangles etc. to represent data flows and illustrate relationships among ____, ____, ____ and ____.

- a) data, flows, external entities and stores
- b) data, object, product, stores
- c) data, product, item, stores
- d) data, list, entities, blocks

66 Consider the following statements:

P) The design of the MIS should consider the class of information as a whole and provide suitable information system architecture to generate the information for various users in the organization.

Q) The functional information is defined as a set of information required by the customer conducting the administration and management of the function.

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

67 Match the following:

P) Manufacturing X) accounts payable, receivable, fixed assets

Q) Financials Y) workflow management, quality control, BOM

R) Human Resources Z) benefits, training, payroll

Which of the following is correct?

- a) P-X, Q-Y, R-Z
- b) P-Y, Q-X, R-Z
- c) P-Y, Q-Z, R-X
- d) P-X, Q-Z, R-Y

68 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 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

69 The core business processes of the organization are procurement, manufacturing, _____, _____, _____ and _____.

- a) selling, distribution, delivery, accounting
- b) buying, selling, accounting, pricing
- c) buying, selling, distribution, pricing
- d) selling, accounting, pricing, taxing

70 Which among the following are the types of rationality as differentiated by Simon Herbert.

- a) Objectively, structurally, consciously, organizationally
- b) Objectively, subjectively, consciously, organizationally
- c) Objectively, subjectively, structurally, organizationally
- d) Objectively, subjectively, consciously, structurally

71 Match the following:

- P) Behavior model X) trend analysis
- Q) Management Science model Y) principles of business management
- R) Operations Research model Z) mathematical

Which of the following is correct?

- a) P-X, Q-Y, R-Z
- b) P-Y, Q-X, R-Z
- c) P-Y, Q-Z, R-X
- d) P-X, Q-Z, R-Y

72 Consider the following statements :

P) An internet is a private network that uses Internet protocols, network connectivity, and possibly the public telecommunication system to securely share part of an organization's information or operations with suppliers, vendors, partners, customers or other businesses.

Q) There is often an attempt to use Internet technologies to provide new interfaces with corporate "legacy" data and information systems.

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

73 Modernization project is carried out which can include any combination of _____, _____ and _____ .

- a) migration, employment, creation
- b) selection, creation, redevelopment

- c) employment, infrastructure, transformation
- d) migration, transformation, redevelopment

74 The selection criteria for evaluation have the following dimensions to be satisfied simultaneously:

- a) technical, operational, financial
- b) utility, performance, output units
- c) financial, economical, performance
- d) modularity, functionality, utility

75 Information system control assures the _____, _____ and _____ of information system activities.

- a) precision, requirements, functionality
- b) precision, utility, modularity
- c) accuracy, validity, functionality
- d) accuracy, validity, proprietary