

**MODEL PAPER**

**MB0031 Management Information Systems**

**(3 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, 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	<p>_____ refers to a system in which there are predefined multiple instances of various modules used in business applications.</p> <p>a) Transaction processing systems  b) Knowledge based systems  c) On line analytical processing systems  d) Executive information systems</p>
7	<p>It is a system developed as model which are representative of real world cases.</p> <p>a) TPS  b) DSS  c) KBS  d) OOS</p>
8	<p>A complete business systems requires models from three different perspective – State model, interaction model and _____ model.</p> <p>a) entity  b) global  c) data  d) class</p>
9	<p>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 _____ .</p> <p>a) objective leadership  b) price leadership  c) point leadership  d) cost leadership</p>
10	<p>Business process redesign is part of the revolutionary level which involves more thorough re-evaluation of the enterprise _____ and the production process.</p> <p>a) value chain  b) efficiency  c) issues  d) network</p>
11	<p>_____ involves reconfiguration of the scope and tasks of the business network.</p> <p>a) Business network redesign  b) Business process redesign  c) Business process enterprise  d) Business network enterprise</p>
12	<p>_____ and Internal Integration are the two levels belonging to the evolutionary levels.</p> <p>a) business scope rdefinition  b) business network redesign  c) business process redesign  d) localized exploitation</p>

13	<p>The process in which the existing system in the organization is totally reexamined and radically modified for incorporating the latest technology is known as _____.</p> <p>a) business process re-engineering  b) change management  c) changing technology  d) redesigning</p>
14	<p>_____ helps in reorganization of the entire work force along with various flows, minimizing the wastages, and giving the system a new dimension.</p> <p>a) business product redefinition  b) business process reengineering  c) business product reengineering  d) business process redefinition</p>
15	<p>This process of change for the betterment of the organization is called as _____ .</p> <p>a)Business process re-engineering  b)Business process engineering  c)Business process re-inventing  d)Business process innovation</p>
16	<p>In the Lewins model of implementing of MIS in an organization, the first step is _____ .</p> <p>a) unfreezing  b) refreezing  c) choosing  d) analyzing</p>
17	<p>Implementation of MIS in an organization is a process where organizational transformation takes place. _____ model can be used bring the transformation.</p> <p>a) Johnson  b) Lewin  c) Abraham  d) Porter</p>
18	<p>In the _____ step of Lewin's model, the change is consolidated and equilibrium is reinforced.</p> <p>a) unfreezing  b) refreezing  c) choosing  d) analyzing</p>
19	<p>The _____ strategic plan should be the basis for the MIS strategic plan.</p> <p>a) employee's  b) organization's  c) manager's  d) customer's</p>

20	<p>One can define the _____ as the information required by a number of personnel, departments and divisions or the functions in the organisation.</p> <p>a)operational information  b)functional managerial information  c)decision support information  d)organisational information</p>
21	<p>_____ is largely factual, statistical and detailed in multi-dimensions of the function.</p> <p>a)operational information  b)functional information  c)decision support information  d)organisational information</p>
22	<p>The functional information is used by a manager to plan and _____ the function.</p> <p>a) execute  b) monitor  c) track  d) control</p>
23	<p>Information can be determined by constructing a _____ of information versus user as per the table given below.</p> <p>a) matrix  b) table  c) diagram  d) chart</p>
24	<p>Middle management and operations management people use the information class of type _____ .</p> <p>a) functional managerial knowledge  b) organizational  c) Decision Support  d) Operational</p>
25	<p>The functional information can be assessed on the following three parameters – the _____, the responsibility and the functional objectives.</p> <p>a) work  b) people  c) organization  d) software characteristics</p>
26	<p>_____is used in a decision support system for model building and problem solving.</p> <p>a) data  b) information  c) object  d) knowledge</p>

27	<p>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 ____ .</p> <p>a) planning b) execution c) deciding d) managing</p>
28	<p>The planning is adopted by the ____ level executives in the organization.</p> <p>a) middle b) top c) bottom d) intermediate</p>
29	<p>The operational planning decides on the _____ and cost control.</p> <p>a) estimate b) investment c) escalation d) quality</p>
30	<p>_____ and costing of products is also an important aspect of operational planning.</p> <p>a) estimating b) pricing c) analysing d) quality</p>
31	<p>ERP stands for _____.</p> <p>a)Enterprise Reserve planning b)Enterprise Resource Planning c)Elementary Resource planning d)Elementary Resource planning</p>
32	<p>The _____ database is a collection of current or historical data from a number of applications or groups.</p> <p>a)TPS b)DSS c)ESS d)KBS</p>
33	<p>The business decision-making is _____ in nature.</p> <p>a)distributed b)sequential c)random d)parallel</p>
34	<p>The Decision Support System helps in making a decision and also in its ____ .</p> <p>a) performance evaluation b) design assessment c) developmental evaluation d) parametric evaluation</p>

35	<p>A new trend is the creation of an IT leadership team comprising the_____ and the Chief Technology Officer.</p> <p>a) Chief Executive Officer  b) Chief Information Officer  c) Chief Financial Officer  d) Chief Operations Officer</p>
36	<p>The business management process has changed from function management to _____ management.</p> <p>a)process  b)product  c)consumer  d)service</p>
37	<p>_____ are used to solve extremely complex problems like mapping of human genome, forecasting weather an modelling complex processes like nuclear fission.</p> <p>a) Mini computers  b) Super computers  c) Mainframe computers  d) Desktop computers</p>
38	<p>A _____ is processed with reference to business rules, it is scrutinised for conformance to the rules, policy or guidelines before it is taken up for further processing.</p> <p>a) information  b) transaction  c) operation  d) data</p>
39	<p>_____ assures the accuracy, validity and proprietary of information system activities.</p> <p>a) Administrative control  b) information systems control  c)procedural control  d) physical facility control</p>
40	<p>Before any transaction can be input into the system, a specific code should be assigned to it called as_____.</p> <p>a)transaction codes  b)verification  c)control totals  d)labels</p>

## Group B

<b>41</b>	<p>MIS classification depends on the following aspects : functionality, _____, _____ , processing type and frequency of usage .</p> <p>a) organization structure and people b) size , infrastructure c) people , usage d) utility , area of application</p>
<b>42</b>	<p>A complete business systems requires models from three different perspective – class model, _____ model and _____ model.</p> <p>a) entity, interaction b) global, interaction c) state, interaction d) class, global</p>
<b>43</b>	<p>Business process redesign is part of the revolutionary level which involves more thorough re-evaluation of the enterprise _____and the _____.</p> <p>a) value chain and production process b) efficiency and effectiveness c) issues and efficiency d) network and effectiveness</p>
<b>44</b>	<p>The process reengineering brings about a radical change in the _____ of the information and related _____ from one business function to another very efficiently.</p> <p>a) production, documents b) flow , documents c) abstraction , documents d) generation, documents</p>
<b>45</b>	<p>In the refreezing step of Lewin's model, the change is _____ and equilibrium is _____.</p> <p>a) evident , established b) made , disturbed c) consolidated , reinforced d) analyzed , established</p>
<b>46</b>	<p>In the systems lifecycle the desing phase leads to _____ and _____ .</p> <p>a) requirements collection , prototyping b) prototyping , implementation c) feasibility study , validation d) testing, feasibility study</p>

47	<p>The managers in the functional areas of management are responsible for achieving the targets and accomplishing the _____ and _____.</p> <p>a) goals and objectives  b) vision and mission  c) vision and objectives  d) mission and goals</p>
48	<p>The functional information can be assessed on the following three parameters – the _____, the _____ and the functional objectives.</p> <p>a) work, responsibility  b) people, commitment  c) organization, approach  d) software characteristics, personnel</p>
49	<p>All organizations have their own _____ and _____ arising from differences in interest groups.</p> <p>a) methods and procedures  b) objectives and procedures  c) policies and ventures  d) cultures and policies</p>
50	<p>A business decision making process depends upon the level of _____ and _____ involved in the problem.</p> <p>a) uncertainty, certainty  b) risk, uncertainty  c) management , variables  d) business, parameters</p>
51	<p>Neural Networks can be used in various business applications like _____, _____, market analysis etc.</p> <p>a) forecasting, stock analysis  b) graphical analysis, linear analysis  c) budgeting, costing  d) monitoring , controlling</p>
52	<p>The basis of conventional organisation design is command &amp; control which is now _____ and _____ .</p> <p>a)collaborate &amp; control.  b)communicate &amp; control  c)command &amp; collaborate  d)command &amp; communicate</p>
53	<p>The four business models that work together in an e-enterprise organization are _____ , _____ , ebusiness and ecommerce.</p> <p>a) eshopping, ebuying  b) ebuying , eselling  c) ecommunication, ecollaborationb  d) etrading, eordering</p>



54	<p>In reality, there is no right or wrong decision but a ____ or ____ decision.</p> <p>a) big , small  b) rational , irrational  c) optimistic, pessimistic  d) good, bad</p>
55	<p>Decision making at the middle level is of type ____ and that at the top level is of type ____ .</p> <p>a) certainty, risk  b) uncertainty, risk  c) certainty, uncertainty  d) risk, uncertainty</p>
56	<p>The ____ and ____ of information also changes depending upon the risk in decision-making.</p> <p>a) value , scope  b) quantum , structure  c) quantum , scope  d) quantum , value</p>
57	<p>Management Science models are developed on the principles of _____ , _____ , _____ .</p> <p>a) Networking, behaviour, hierarchy  b) business management, accounting, econometrics  c) accounting, systems, HR  d) economics, engineering, and science</p>
58	<p>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.</p> <p>a) Wide area network, local  b) local area network , remote  c) Metropolitan area network, local  d) Point-to-point Links, remote</p>
59	<p>_____ and _____ are the protocols by which data is transmitted over networks.</p> <p>a) HTTP, FTP  b) TCP, FTP  c) HTTP, UDP  d) TCP , UDP</p>
60	<p>As a monitor, the CIO must scan the external environment to keep up with _____ and _____ .</p> <p>a) technical changes , competition  b) market changes , technical changes  c) development, competition  d) control factors, competitive pricing</p>

## Group C

<b>61</b>	<p>Match the following :</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">P) TPS</td> <td style="padding: 5px;">x) The system adopted is capable of quick data acquisition and interpretation of the data which is necessary in decision making.</td> </tr> <tr> <td style="padding: 5px;">Q) KBS</td> <td style="padding: 5px;">Y) Helps the management in decision-making by providing them with reports and different statistical tools.</td> </tr> <tr> <td style="padding: 5px;">R) MRS</td> <td style="padding: 5px;">Z) Helps in conducting the daily routine activities like sales order entry, airline reservations, payroll etc.</td> </tr> </table> <p>The correct answer is :</p> <p>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</p>	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.
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.						
<b>62</b>	<p>In implementing a computer based information systems the major behavioural factors which affect the system are : _____ , need for _____, organizational _____ , _____ to change and organizational climate.</p> <p>a) decision making, change, behaviour, willingness  b) decision structure, change, behaviour, acceptance  c) decision styles, explanation, expectations, resistance  d) decision support, explanation, changes, willingness</p>						
<b>63</b>	<p>Under Porter's framework, enterprises have four generic strategies available to them whereby they can attain above-average performance. They are :</p> <p>a) cost leadership, differentaition, product focus, focused differentiation  b) cost leadership, integration, product focus, focused differentiation  c) cost leadership, differentiation, cost focus, focused differentiaion  d) cost leadership, integration, cost focus, focused differentiation</p>						
<b>64</b>	<p>Match the following:</p> <table style="width: 100%; border: none;"> <tr> <td style="padding: 5px;">P) Six sigma</td> <td style="padding: 5px;">X) measuring performances against standards</td> </tr> <tr> <td style="padding: 5px;">Q) Customer focus</td> <td style="padding: 5px;">Y) specific measure of quality</td> </tr> <tr> <td style="padding: 5px;">R) Benchmarking</td> <td style="padding: 5px;">z) service, product features, quality</td> </tr> </table> <p>Which of the following is correct?</p> <p>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</p>	P) Six sigma	X) measuring performances against standards	Q) Customer focus	Y) specific measure of quality	R) Benchmarking	z) service, product features, quality
P) Six sigma	X) measuring performances against standards						
Q) Customer focus	Y) specific measure of quality						
R) Benchmarking	z) service, product features, quality						

65	<p>DFD uses symbols like circle, rectangles etc to represent dataflows and illustrate relationships among ____, ____, ____ and ____ .</p> <p>a) data, flows, external entities and stores  b) data, object, product, stores  c) data, product, item, stores  d) data, list, entities, blocks</p>
66	<p>Consider the following statements :</p> <p>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 organisation.  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 hte following is correct?</p> <p>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</p>
67	<p>Match the following :</p> <p>P) manufacturing X) accounts payable, receivable, fixed assets  Q) Financials Y) workflow management, quality control, BOM  R) Human Resources Z) benefits, training, payroll</p> <p>Which of the following is correct ?</p> <p>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</p>
68	<p>Consider the following statements :</p> <p>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 ?</p> <p>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</p>
69	<p>The core business processes of the organisation are procurement, manufacturing, _____, _____, _____ and _____.</p> <p>a) selling, distribution, delivery, accounting  b) buying, selling, accounting, pricing  c) buying, selling, distribution, pricing  d) selling, accounting, pricing, taxing</p>
70	<p>Which among the following are the types of rationality as differentiated by Simon Herbert.</p> <p>a) Objectively, structurally, consciously, organizationally  b) Objectively, subjectively, consciously, organizationally  c) Objectively, subjectively, structurally, organizationally  d) Objectively, subjectively, consciously, structurally</p>

71	<p>Match the following :</p> <p>P) Behaviour model X) trend analysis  Q) Management Science model Y) principles of business management  R) Operations Research model Z) mathematical</p> <p>Which of the following is correct ?</p> <p>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</p>
72	<p>Consider the following statements :</p> <p>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.</p> <p>Which of the following is correct ?</p> <p>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</p>
73	<p>Modernization project is carried out which can include any combination of _____, _____ and _____ .</p> <p>a) migration, employment, creation  b) selection, creation, redevelopment  c) employment, infrastructure, transformation  d) migration, transformation, redevelopment</p>
74	<p>The selection criteria for evaluation have the following dimensions to be satisfied simultaneously :</p> <p>a) technical, operational, financial  b) utility, performance, output units  c) financial, economical, performance  d) modularity, functionality, utility</p>
75	<p>Information system control assures the _____, _____ and _____ of information system activities.</p> <p>a) precision, requirements, functionality  b) precision, utility, modularity  c) accuracy, validity, functionality  d) accuracy, validity, proprietary</p>