

31. A decision-support system is intended to produce information to support which type of decisions?
- a. well-structured
 - b. unstructured
 - c. anticipated
 - d. routine

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Answer: (b).
unstructured

32. The characteristics of strategic decisions include all of the following except:
- a. they are structured
 - b. they are future oriented
 - c. they have a high level of uncertainty
 - d. they are concerned with long-range plans

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Answer: (a).
they are structured

33. An MIS may include operational/ tactical support, decision support, and automated _____ subsystems.
- a. office
 - b. center

- c. body
- d. area

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Answer: (a).
office

34. A _____ decision making involves the establishment objectives for an organization and long-range plans for attaining these objectives.

- a. prompt
- b. relevant
- c. tactical
- d. strategic

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Answer: (d).
strategic

35. Which of the following types of decision-making would depend heavily on real-time information?

- a. strategic
- b. tactical
- c. operational
- d. nonprogrammable

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Answer: (c).
operational

36. Which of the following is part of the decision-making process?

- a. problem identification
- b. alternative selection
- c. problem recognition
- d. all of the above

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Answer: (d).
all of the above

37. Which of the following is not usually characteristic of upper management decisions?

- a. Decisions require judgment
- b. Decisions are structured
- c. Decisions are long range
- d. Decisions are unpredictable

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Answer: (d).
Decisions are unpredictable

38. The calculation of expected outcomes is intended to help the manager

- a. identify problems
- b. identify solutions
- c. evaluate solutions
- d. All of the above

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Answer: (c).
evaluate solutions

39. Distinguishing between the different levels of management can be accomplished by analyzing,
- a. types of decision made
 - b. frequency with which decisions are made
 - c. time frame considered in making decisions
 - d. all of the above

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Answer: (d).
all of the above

40. Middle-level managers are responsible for making the _____ decisions to allocate resources and establish controls.
- a. strategic
 - b. structured
 - c. simulation

d. tactical

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Answer: (d).
tactical