

21. Which of the following does not fail in the Personnel Decision-Making Area:

- a. pay-rolls
- b. cash flow analysis
- c. income-tax assessment and recovery
- d. person's experience

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**Answer:** (b).  
cash flow analysis

22. Summarized information is used more than detailed information on the

- a. top management level
- b. middle management level
- c. lower management level
- d. All of the above

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**Answer:** (a).  
top management level

23. Information should be accurate, timely, complete, and \_\_\_\_\_

- a. accuracy
- b. concise

- c. simulation
- d. decision

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**Answer:** (b).  
concise

24. During the planning phase, the main activity of the vice-president of information systems is one of
- a. planning
  - b. control
  - c. staffing
  - d. support

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**Answer:** (d).  
support

25. Information is \_\_\_\_\_ when it is useful in making a decision.
- a. relevant
  - b. management by exception
  - c. predictive reports
  - d. control

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**Answer:** (a).  
relevant

**26.** Customer credit-granting decisions should be incorporated into the

- a. inventory control system
- b. accounts receivable systems
- c. sales order entry system
- d. sales analysis system

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**Answer:** (c).  
sales order entry system

**27.** Which of the following is tactical decision?

- a. capital-source decision
- b. product decision
- c. plant-location decision
- d. budget allocation

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**Answer:** (d).  
budget allocation

**28.** Environmental information is especially important to

- a. top-level managers
- b. middle-level managers
- c. low-level managers
- d. All of the above

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**Answer:** (a).  
top-level managers

29. Which of the following is not one of the major components of decision-support system?

- a. language system
- b. knowledge system
- c. expert system
- d. problem-processing system

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**Answer:** (c).  
expert system

30. The limits imposed by the firm itself or its environmental on the decision maker are called

- a. parameters
- b. constraints
- c. constructs
- d. perimeters

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**Answer:** (b).  
constraints