Bahir Dar University Institute of Technology
Faculty of Computing
Model Exit Exam for Management Information systems and Services
Total questions:
Time allowed: 1 hr

Instruction: Choose the best answer for the following questions

1. Buying and selling goods and services through Internet is called....
   A. E-commerce   C. Decision
   B. Data warehouse   D. Human resource

2. Which of these are NOT a component of an Information System
   A. Hardware and Software   C. Storage
   B. People   D. Procedure

3. Supply Chains are the number of activities which are involved in production of goods and services in Management Information Systems
   A. True   C. Undetermined
   B. False   D. None

4. Which one is considered as the business pressure on an organization that forces change?
   A. Electronic commerce   C. Shrinking of budgets
   B. Powerful consumers   D. All

5. Which one is false about rational decision making?
   A. Decision is done based on   C. It has single goal
   manager's interest   D. The problem
   B. It has maximum benefit   is unambiguous

6. Among the following which one is different from the other?
   A. Disseminator   C. Disturbance handler
   B. Entrepreneur   D. Negotiator

7. The type of planning which deals about the setting of objectives and the development of procedures is----------------.
   A. Operational planning   C. Tactical planning
   B. Strategic planning   D. Long
   term planning

8. ---------gives a framework for the implementation of any major changes required to made
   A. Mission   C. Goal
   B. Policy   D. strategy

9. Which one of the following is true about MIS?
   A. It is the application of IT to support major functions of an organization.
   B. It is a discipline which deals about management
   C. It is executing management functions and the role of managers
   D. all

10. which one is false about good organizational managers?
    A. They are unidirectional

B. They are generalists

C. They can understand problems easily

D. They are good in decision making

11. -------holds activities involved in the collection, storage, dissemination and use of information within the organization.

    A. IT architecture   C. Information architecture

    B. IS architecture   D. All

12. According to Zachman ISA framework, which one is not the component?

    A. Process   C. Network

    B. Data   D. None

13. Which one is false about the characteristics of ISP?

    A. It should be static and discrete

    B. It should lead in organisational innovation

    C. It cannot be considered independently of business strategy

    D. It must be integrated at all levels of the managerial hierarchy

14. Among the following which one is not considered as components of strategic planning?

    A. Mission   C. Strategy

    B. Policy   D. None

15. --------holds activities involved in the collection, storage, dissemination and use of information within the organization.

    A. IT architecture   C. Information architecture

    B. IS architecture   D. All

16. Among the following which one is responsible for designing and managing IT architecture to insure consistency and compliance?

    A. Chief knowledge officer   C. Chief network officer

    B. Chief technology officer   D. System Developer

17. Which one is not considered as an internal design factor for information system?

    A. The nature of the industry   C. Organizational culture

    B. Structure of parent organization   D. Size of the organization

18. Which One is the disadvantage of centralized location for information system department?

    A. Restricted view of organizational goals

    B. Economic scale

    C. Focuses on organizational rather than local needs

    D. concentrated expertise

19. Among the following which one is incorrect about the merits of outsourcing?

    A. Offer better strategic focus   C. Improve performance of IS

    B. High switching costs   D. Quality services

20. Which one different from the other?

    A. System Developer   C. Webmaster

    B. Support Personnel   D. None

21. According to Zachman ISA framework, which one is not the component?

    A. Process   C. Network

    B. Data   D. None

22. Which one is false about the characteristics of ISP?
    A. It should be static and discrete
    B. It should lead in organisational innovation
    C. It cannot be considered independently of business strategy
    D. It must be integrated at all levels of the managerial hierarchy
23. The type of management function which is related with obtaining and retaining the human resources of an organization is---------------.
    A. Organizing   C. Staffing
    B. Leading   D. Controlling
24. A computer-based information system consists of which of the following elements?
    A. computers, keyboards, display monitors, hard disks, and printers
    B. people, procedures, data, programs, and computers
    C. input, processing, storage, and output
    D. planning, programming, organizing, and evaluating
25. 2. Which of the following characteristics of a system reflects the fact that all systems are comprised of subsystems?
    A. synergy   C. regulation
    B. differentiation Rev 3/2017   D. hierarchy
26. The process by which workers develop their own applications, with or without the help of professional MIS staff, is called?
    A. decentralized computing   C. end-user computing
    B. distributed computing   D. client/server computing
27. A database management system must include which of the following components?
    I. a data definition language
    II. a data manipulation language
    III. a data dictionary
    IV. a data redundancy protocol
    A. I only   C. I, II, and III only
    B. I and II only   D. I, II, III, and IV
28. Which of the following is NOT a benefit of electronic data interchange (EDI)?
    A. it reduces errors
    B. it reduces the volume of invoices or orders
    C. it reduces transaction processing costs
    D. it saves time
29. Which of the following terms is used to describe the transmission of data one character at a time?
    A. synchronous   C. half-duplex
    B. asynchronous   D. full-duplex
30. Multiplexors and concentrators are used in telecommunication systems to do which of the following?
    A. perform high-speed arithmetic operations
    B. b. increase utilization of the communication lines

C. c. store and retrieve data

D. d. display data on the monitor

31. Which of the following systems development approaches involves a highly iterative process of building, using, evaluating, and refining?

A. system development life cycle (SDLC)

B. top-down analysis (TDA)

C. prototyping

D. critical-path analysis

32. In MIS the concept of "outsourcing" can be best defined as which of the following?

 I. an option that some organizations use to control data processing costs

 II. a process of releasing an organization's computer operations to an external vendor

 III. a data support and retrieval system that organizations can access electronically

A. I only

B. I and II only

C. II and III only

D. I, II, and II

33. The Abstract Decision Model, in which atleast one of the variables is uncertain and must be described by some probability function is____

A. Stochastic Model

B. Deterministic Model

C. Simulation Model

D. Domain – specific Model

E. Prototype Model.

34. Which of the following is not a Common Executive Information System Characteristic?

A. It is useful for routine / repetitive operational process

B. Used directly by top-level executives

C. Tailored to individual executive users

D. Designed to be easy to operate and require little or no training to use

E. Focused on supporting upper-level management decisions

35. A computer based application that employs a set of rules based upon human knowledge to solve problems that require human expertise is

A. Management Information System

B. Operations Management System

C. Expert System

D. Decision Support System

E. Marketing Information System

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(d) Decision Support System

(e) Marketing Information System.

37. The detailed study of the information needs of users and any information system presently used is called

(a) Prototyping

(b) System analysis

(c) Systems design

(d) Systems approach

(e) System Testing.

38. Business like airline, banks and online services are adversely affected by natural calamities. Such organizations therefore, develop

(a) Disaster recovery mechanisms

(b) SOS systems

(c) Network architectures

(d) Firewalls

(e) Calamities warning system.

39. Who undertakes the tasks which the problem solver is not competent enough to perform?
(a) Staff assistant
(d) Staff clerk
(b) Expert tool user
(e) Duty assistant.
(c) Staff analyst

40. Controls developed to ensure that the information being processed is complete and correct is
(a) Output controls
(d) Storage controls
(b) Procedural controls
(e) Transaction controls.
(c) Input controls

41. A management information system
(a) Is the last stage of the systems development cycle
(b) Collects, organizes, and disseminates business know-how within a company
(c) Provides information for managers in a variety of structured formats
(d) Makes improvements to an operational system
(e) Provides information on how to manage the company.

42. Internet-like networks between a company and its business partners is called
(a) Intranet
(d) Internetworks
(b) Extranet
(e) Fishnet.
(c) Protocol

43. A huge repository of preprocessed operational data is
(a) Data
(d) Information
(b) Database
(e) Data Warehouse.
(c) Datamart

44. . The most common models in a DSS software system are
(a) Libraries of statistical models
(b) Statistical graphs from multiple information sources
(c) Optimization models
(d) OLAP tools
(e) OLTP tools.

45. . A drawback of prototyping is
(a) That the end user is involved in the project
(b) That the end user notices the missing functions, which can be an embarrassment to a computer professional
(c) That the software is more susceptible to viruses
(d) That the project management can be sloppy
(e) That the software is not reliable.

46. Operational-level systems
(a) Monitor the elementary activities and transactions of the organization
(b) Support knowledge and data workers in an organization
(c) Support the monitoring, controlling, decision-making and administrative activities of middle management
(d) Support long-range planning activities
(e) Support financial and resource planning activities.

47. . Integrated enterprise-wide information systems that coordinate key internal processes of the firm best describes
(a) knowledge systems
(b) Integrated systems
(c) Enterprise systems
(d) Extranets
(e) Intranets.

48. . The close linkage and coordination of cross-functional and inter-enterprise business processes involved in buying, making, and moving a product best describes
    (a) Market chain management
    (b) Production chain management
    (c) Business chain management
    (d) Supply chain management
    (e) Business process management.
49. Which of the following is not the DSS development Process?
    (a) SDLC
    (b) ROMC
    (c) Functional analysis
    (d) JAD
    (e) RAD.
50. Management-level systems
    (a) Monitor the elementary activities and transactions of the organization
    (b) Support knowledge and data workers in an organization
    (c) Support the monitoring, controlling, decision-making and administrative activities of middle management
    (d) Support long-range planning activities
    (e) Support financial and resource planning activities.
51. . Systems that help the firm identify customers for the firm's products or services, develop products and services to meet customers' needs, promote these products and services, sell the products and services and provide ongoing customer support best describe
    (a) Sales and marketing information systems
    (b) Manufacturing and production information systems
    (c) Finance and accounting information systems
    (d) Human resources information systems
    (e) Economic systems.
52. . At the management level, sales and marketing information systems support
    (a) Market research
    (b) Advertising campaigns
    (c) Pricing decisions
    (d) Promotional campaigns
    (e) All of the above.
53. . The representation of Software System is
    (a) KS
    (b) PPS
    (c) LS
    (d) DDS
    (e) DSS.
54. A management information system is composed of
    A. Data   C. Hardware
    B. Software   D. All of the above
55. _____ attempt to provide the same judgmental advice that human experts such as doctors provide.
    A. ES   B. AI

C. KBS   **D.** RAND

56. Information is produced by processing data from which of the following sources?
    A. Data provided by higher levels of management
    B. Data provided by lower levels of management
    C. Internally generated data
    D. All of the above

57. Which of the following is characteristic of a transaction processing system?
    A. Provides summary information   C. Used by upper management
    B. Fairly easy to computerize   D. None of the above

58. An information processor includes
    A. The data base and the model base
    B. The central processing unit
    C. Incoming data and outgoing information
    D. Incoming data, the central processing unit, the model base, outgoing information, and the data base

59. Data integrity refers to
    A. The simplicity of data   **C.** The validity of data
    B. The privacy of data   **D.** The security of data

60. The employee profile report is used by
    A. The manager   **C.** The personnel department
    B. The individual department   **D.** All of the above

61. ___ is an organized portfolio of formal systems for obtaining processing and delivering information in support of the business operations and management of an organization.
    A. MIS   C. MRS
    B. DSS   D. None of the above

62. ___ expressly designed for the support of individual and collective decision-making.
    A. MIS   C. TPS
    B. DSS   D. OIS

63. ___ are formal social units devoted to the attainment of specific goals.
    a. Management   c. Decision support system
    b. Organization   d. None of these

64. Economic signals that measure and predict the direction of the economy provide information about the economic climate.
    a. True
    b. False

65. The cost of information can be ___.
    a. Costly   c. Processing
    b. Valuable   d. None of the above

66. ___ technology includes computers hardware, software, database management systems, and data communication system.
    a. Information   c. Marketing
    b. Computer   d. All of the above

67. Diagnosis of information needs can occur at the individual managerial or organizational levels.
   a. True
   b. False
68. Sociological approaches help us understand the organizational behavior of people.
   a. True
   b. False
69. Executive managers establish the overall direction of an organization by setting its strategy and policies.
   a. True
   b. False
70. ___ can occur at the individual, group, organizational or extra-organizational level.
   a. Planning   c. Organizing
   b. Controlling   d. Scheduling
71. ___ ensuring that performance meets established standards that worker's activities occur as planned and that the organization process.
   a. Controlling   c. Leading
   b. Planning   d. Organizing
72. ___ is the process of recording, classifying, and summarizing the financial activities of an organization.
   a. Planning   c. Accounting
   b. Managerial   d. Diagnosis
73. Telecommunications means multiple computers interconnected into networks is called ___.
   a. Distributed database   c. Central processing
   b. Distributed processing   d. None of the above
74. Newspaper, magazine, radio, television are examples of ___.
   a. Storing information   c. Communication information
   b. Retrieving information   d. Acquiring information
75. MRS stands for ___.
   a. Management reporting system   c. Management retrieves system
   b. Management resource system   d. None of the above
76. Security means protection against theft, manipulation, and loss of data.
   a. True
   b. False
77. EMS stands for the enterprise management system.
   a. True
   b. False
78. ___ is a feature provided for ensuring that the transaction is completed with regard to the business rules set by the management.

a. Advocacy
b. Authorization
c. Signature
d. Policy formulation

79. The architecture of the MIS plan provides:
a. A way to handle the system or subsystem by way of simplificatio0n, coupling, and decoupling of subsystems.
b. For preparing the schedule of the system in the overall information requirement
c. Online information on the stocks markets and the accounts balance
d. None of these

80. Michael hammer defines re-engineer as ___ and radical redesign of business process to achieve the performance such as cost, quality, service, and speed.
a. Business process
b. The fundamental rethinking
c. Organization restructuring
d. None of the above

81. The ___ calls for trimming and chopping of these designs so that the cost is reduced, service is improved and the customer gets the higher value at a higher speed.
a. Business process
b. Radical redesign
c. The fundamental rethinking
d. None of these

82. Re-reengineering calls for a change in the performance measures:- the cost, quality, efficiency, overheads, and many others.
a. True
b. False

83. A ___ process in any area of the business organization performs basic steps such as, receive input, measuring, analyzing, documenting, performing, process, record/storing, access, produce, and communicating.
a. Value
b. Decision making
c. Business
d. Re-engineering

84. A ___ is a measure, an intangible measure, which is difficult to count in clear terms.
a. Model
b. Business
c. Value
d. Organization

85. The business re-engineering requires a major change in the ___.
a. Machine
b. Mindset
c. Material
d. Infrastructure

86. ___ is the process of identifying a problem, developing alternative solutions, and choosing and implementing.
a. Decision-making
b. Business
c. Value
d. Re-engineering

87. The components of DSS –
a. Data management subsystems
b. Model management sub-system
c. Dialog management sub-system
d. All of the above

88. ___ processing involves duplicating, sorting, and filling data.
___ processing with electronic scanners involves transforming and entering the data into an

electronic form.

a. Manual, electronic   c. Transforming

b. Electronic, manual   d. None of the above

89. MIS is both an area of ___ and a ___ of scholarly inquiry.

a. Design, diagnosis   c. Evaluation, implementation

b. Practice, discipline   d. None of these

90. ___ refers to taking actions that direct and motivate employees to accomplish personal and organizational goals.

___ establishing a formal reporting structure and a system of accountability among workers.

a. Organizing, leading   c. Leading, organizing

b. Planning, controlling   d. None of the above

91. _____. focuses on planning, policies, and procedures regarding the use of corporate data and information.

A. CIO   C. database administrator

B. systems analyst   D. system operator

92. _____ is any business-related exchange such as payments to employees, sales to customers, or payments to suppliers.

A. Data   C. A transaction

B. E-commerce   D. Input

93. _____ is software programs that were developed for a general market and that can be purchased in a store.

A. Proprietary software   C. Contract software

B. Off-the-shelf software   D. Application software

94. Whose responsibility is it to see that the potential consequences of IS use are fully considered?

A. IS professionals   C. users

B. managers   D. all of the above

95. Which of the following is NOT a goal of transaction processing systems?

A. Capture, process, and store transactions

B. Produce a variety of documents related to routine business activities

C. Reduce manual effort associated with processing business transactions

D. Produce standard reports used for management decision making

96. The current major stage in the business use of IS is oriented towards _____.

A. Cost reduction and productivity

B. Gaining competitive advantage

C. Strategic advantage and costs

D. Improved customer relationship management

97. _____ is an abstraction or an approximation that is used to represent reality.

A. Model   C. System performance standard

B. System parameter   D. System

98. _____ gives the computer the ability to make suggestions and act like an expert in a particular field.
   A. Decision support systems
   B. Virtual reality systems
   C. Management information systems
   D. Expert systems

99. The value of information is directly linked to _____ .
   A. its accuracy and completeness
   B. its verifiability
   C. its simplicity and security
   D. how it helps decision makers achieve organizational goals

100. _____ represent(s) the application of information concepts and technology to routine, repetitive, and usually ordinary business transactions
   A. E-commerce
   B. Transaction processing systems
   C. Management information systems
   D. Decision support systems

101. _____ is an awareness and understanding of a set of information and ways that information can be made useful to support a specific task or reach a decision
   A. Knowledge
   B. Data
   C. Feedback
   D. A process

102. The four key questions related to fairness in information use are _____
   A. cost, timing, content, and frequency
   B. notice, consent, accuracy, and authorization
   C. knowledge, control, notice, and consent
   D. knowledge, accuracy, timing, and permission

103. The translation of strategic and organizational goals into system development initiatives is called _____.
   A. Systems development
   B. information systems planning
   C. project planning
   D. project definition

104. Information systems that monitor the elementary activities and transactions of the organizations are _____.
   A. management-level systems.
   B. operational-level systems.
   C. knowledge-level systems.
   D. strategic systems

105. The starting point of MIS planning is general _____ planning.
   A. objective.
   B. managers.
   C. business.
   D. firms.

106. BPR means _____
   A. Business Product Engineering.
   B. Business Process Engineering.
   C. Business Product Electronic.
   D. Business Process Electronic.

107. TPS stands for _____
   A. Transaction Processing System
   B. Transaction Process System
   C. Transaction Product System
   D. Transaction Profit System

108. POS stands for _____.

A. Point Of Structure.   C. Product Of Structure.
B. Point Of Sale.   D. Product Of Sale.

109.   Critical information for top management is provided by _____ information system.
A. Expert.   C. Decision.
B. Executive.   D. Managerial.

110.   In general the information system can also describe in terms of _____.
A. Operations.   C. events .
B. Functions.   D. tasks.

111.   In a company _____ is the centre which consists of all processing activities.
A. Data.   C. Information.
B. Production.   D. Sales.

112.   _____ is the fact that are properly arranged, classified and organized.
A. Data.   C. Statements.
B. Events.   D. Information

113.   _____ is the people who develop and operate the information systems.
A. IS specialists.   C. IS experts.
B. IS Analyst.   D. IS data entry.

114.   HRM stand for _____.
A. Human Resource Manager.   C. Human Re Management.
B. Human Resource Management.   D. Human   ReManager

115.   ERP stands for _____

A. Enterprise Resource Planning   C. Enterprise Report Programming
B. Enterprise Replanning   D. Expert Research Program