

## **Sheet on chapter 4**

### **True or false**

- 1- Requirements determination, requirements structuring, and alternative generation and choice are the three parts to analysis. **True**
- 2- Collection of information is at the main purpose of systems analysis. **True**
- 3- Neutrality is a guideline for effective interviewing. **True**
- 4- Open-ended questions can put the interviewee at ease because he can respond in his own words using his own structure. **True**
- 5- Questionnaires are time-consuming and expensive to conduct than interviews. **False**
- 6- When designing a questionnaire, open-ended questions are preferable to closed-ended questions because they are easier to complete. **False**
- 7- While being observed, employees may follow exact procedures more carefully than they typically do. **True**

### **Choose the correct answer**

- 1- The primary outputs from requirements determination include:  
a. analyzed responses from questionnaires  
b. transcripts of interviews  
c. notes from observation and from analysis documents  
d. **all of the above**
  
- 2- Which of the following is a traditional method of collecting systems requirements?  
a. group support systems  
b. **interview groups of people**  
c. Joint Application Design  
d. Rapid Application Development
  
- 3- Questions in interviews and on questionnaires asking those responding to choose from a set of specified responses are:  
a. specific questions  
b. **closed-ended questions**  
c. open-ended questions  
d. structured questions

4- Rating a response or idea on some scale, for example strongly agree to strongly disagree, would be classified as a(n):

- a. open-ended question
- b. JAD question
- c. closed-ended question
- d. rating question

5- Compared to questionnaires, interviews:

- a. take less time to complete
- b. are quite time-intensive and expensive
- c. are less rich in information content than questionnaires
- d. can be used to collect information from large numbers of people

6- Which of the following is a disadvantage to group interviewing?

- a. Group interviewing does not effectively utilize your time.
- b. Interviewing several people together allows them to hear the opinions of other key people.
- c. Group interviewing requires significantly more time than does the JAD process.
- d. Scheduling group interviews can be a problem.

7- A written work procedure:

- a. indicates the job to be performed on a given project by the analyst will need
- b. describes how a particular job or task is performed, including data and information that are used and created in the process of performing the job
- c. indicates what data flow in or out of a system and which are necessary for the system to function
- d. gives you the possibility you to work backwards from the information on a report to the necessary data

8- A report:

- a. indicates the job to be performed on a given project by the analyst will need
- b. describes how a particular job or task is performed, including data and information that are used and created in the process of performing the job
- c. indicates what data flow in or out of a system and which are necessary for the system to function
- d. gives you the possibility you to work backwards from the information on a report to the necessary data