

Answer All Questions

½ mark each

1. Due to the emergence of the global economy, firms need to be able to use IT to
 - I. Control far flung global corporations
 - II. Create and distribute new knowledge and information
 - III. Deliver mass-customized products and services
 - IV. Operate 24 hours a day in different national environments.
 - a. I and II only
 - b. I and IV only
 - c. II and IV only
 - d. III and IV only
 - e. I only
2. Systems components responsible for further transformations of inputs or outputs at systems boundaries are called _____.
 - a. System Outputs
 - b. System boundaries
 - c. System Inputs
 - d. Interfaces
 - e. Feedback
3. A system that records bank deposits from automatic teller machines or one that tracks the number of hours worked each day by employees in a factory is an example of a _____ level system.
 - a. Operational
 - b. Knowledge
 - c. Management
 - d. Strategic
 - e. Decision
4. What is the interactive, computer-based information system that collects data on transactions and operations?
 - a. Transaction processing system
 - b. Decision support system
 - c. Executive information system
 - d. Expert system
 - e. Management Information Systems
5. _____ is a measure of actual output against desired output.
 - a. Equifinality
 - b. Efficiency
 - c. Effectiveness
 - d. Standard operating procedures
 - e. Workflow management
6. The nesting of systems within systems is known as _____.
 - a. Systems structure
 - b. Systems hierarchy
 - c. Holism
 - d. Supra system
 - e. System decomposition
7. _____ are primarily a recipient of data from lower-level systems.
 - a. MIS
 - b. DSS
 - c. KWS
 - d. ESS
 - e. OAS
8. Match quality of information and how it is ensured using the following list

QUALITY	HOW ENSURED
(i) Reliable	(iv) Can be used for a variety of purposes
(ii) Relevant	(v) Not overly complex to cause information overload
(iii) Simple	(vi) Understands user needs

 - a. (ii) and (vi)
 - b. (i) and (iv)
 - c. (iii) and (v)
 - d. (ii) and (iv)
 - e. (iii) and (vi)
9. Which of these are features of flatter organizations?
 - I. Employees no longer work in an office.
 - II. Senior managers are given greater decision-making authority than in the past.
 - III. Employees work in teams.
 - IV. A manager's span of control is broadened.

- a. I & II only
b. II & III only
c. III & IV only
d. I, II & III only
e. I, III & IV only
10. A critical feature of the existence of organizations is their capability to adapt in the face of changing competition, changing markets, etc. This is because organizations are _____ systems.
a. Deterministic
b. Probabilistic
c. Dynamic
d. Continuous
e. Open
11. The entire set of relationships that shows the interactions between the various sub-systems and components of a system is referred to as the _____ of the system.
a. Organization
b. Hierarchy
c. Emergent properties
d. Behaviour
e. Structure
12. _____ level systems frequently require new data from outside the organisation, as well as from inside that cannot be drawn from existing operational-level systems.
a. Strategic
b. Knowledge
c. Management
d. Operational
e. Decision
13. The features which define and delineate a system constitute its _____.
a. interface
b. boundaries
c. environment
d. black box
14. Strategic information is needed for
a. Day to day operations
b. Meeting government requirements
c. Long range planning
d. Short range planning
e. Internal control purposes
15. Interfaces take the form of
I. inputs
II. outputs
III. operating systems
IV. methods
a. I and II only
b. I and III only
c. I, II and III only
d. I only
e. IV only
16. A subsystem at the lowest level which has its inputs and outputs defined but not how the inputs are transformed to outputs is termed as a _____.
a. black box
b. module
c. suprasystem
d. units
e. grey box
17. The principal concern of _____ level systems is matching changes in the external environment with existing organisational capability.
a. Operational
b. Knowledge
c. Management
d. Strategic
e. Decision
18. An inventory system is an example of a _____ system.
I. probabilistic
II. deterministic
III. closed
IV. artificial
a. I and II only
b. I and III only
c. I and IV only
d. II and IV only
e. I, III and IV only

19. Information systems are _____ systems.

- I. artificial -
- II. open -
- III. natural
- IV. dynamic -

- a. I, II, and III only
- b. I, II and IV only -
- c. II, III and IV only
- d. I and IV only
- e. II only

20. _____ is a measure of the extent to which a system achieves its goals.

- a. Effectiveness -
- b. Efficiency
- c. Standard operating procedure
- d. Entropy
- e. Holism

21. Which of the following is/are reason(s) that managers need IT support?

- I. The number of alternatives is increasing
- II. Managers need to access remote information resources
- III. Decision makers are often in different locations
- IV. Information technology is a fast changing field

- a. I, II & III only
- b. I, II & IV only
- c. II, III & IV only
- d. II & III only
- e. III & IV only

22. By _____ large organisations can use information technology to achieve some of the agility and responsiveness of small organisations.

- I. using inexpensive computer-aided design (CAD) software, and computer controlled machine tools
- II. using custom manufacturing systems that allow large factories to offer customized products in small quantities
- III. performing coordinating activities such as keeping track of inventory with very few clerks and managers -

a. I & II only

b. I & III only

c. I only

d. II only

e. III only -

23. _____ are decisions that must be made in situations where it is impossible to specify in advance most of the decision procedures to follow.

- a. Structured decisions
- b. Unstructured decisions -
- c. Rule-based decisions
- d. Frames
- e. Class decisions

24. Each organization has a fundamental set of assumption, values, and ways of doing things, that has been accepted by most of its members. This is called its _____.

- a. Information Systems
- b. Networks
- c. Organizational cultures -
- d. Standard operating procedures
- e. Organizational structures

25. A management information system is one which

- a. is required by all managers of an organization
- b. processes data to yield information of value in tactical management
- c. provides operational information -
- d. allows better management of organizations
- e. enables management to know how well the company is doing compared to their competitors.

26. The coarsest possible description of a system is called the _____ view of the system.

- a. black box -
- b. module
- c. suprasystem
- d. units
- e. grey box

The 'round trip' of using output signals to modify input when there is a deviation from the expected signals is called a _____ loop.

- a. Boundary
 - b. feedback
 - c. Negative feedback
 - d. Positive feedback
 - e. Delay
28. If system behaviour needs to be altered (reversed) in order for its output to move closer to the desired state, then we have a _____ loop.
- a. Boundary
 - b. feedback
 - c. Negative feedback
 - d. Positive feedback
 - e. Delay
29. The slight delay before output can be "interpreted", consequent control changes effected and the system behaviour adjusted is called the _____.
- a. lag
 - b. feedback
 - c. cybernetics
 - d. Positive feedback
 - e. Delay
30. Components of a system which can be regarded as smaller systems in their own right are called _____.
- a. Mini-systems
 - b. Supra-systems
 - c. Sub-systems
 - d. Miniature-system
 - e. Siblings
31. The new type of business
- I. is a flexible arrangement of specialists
 - II. is less hierarchical
 - III. delivers mass-produced products (or services)
 - IV. is decentralized
- a. I and II only
 - b. I and IV only
 - c. II and IV only
 - d. III and IV only

32. Which of these may be considered characteristics of Decision Support Systems?

- I. Information requirements are known and stable.
- II. They use sophisticated analysis and modeling tools.
- III. They allow users to initiate and control the input and output.

- a. I & II only
- b. I & III only
- c. II & III only
- d. I only
- e. II only

33. Which of these types of applications will serve the operations personnel?

- I. Graphics workstation
- II. Annual budgeting
- III. Order processing

- a. I & II only
- b. II & III only
- c. I & III only
- d. II only
- e. III only

34. Which of these is/are not part of the main components of a CBIS?

- I. Telecommunications
- II. Systems operations
- III. IT Administrators

- a. I & II only
- b. II & III only
- c. I only
- d. III only
- e. None of the above

35. The general principle in decomposition which says that components are considered to be part of the same subsystem if they perform or are related to the same function is _____.

- a. simplification
- b. functional cohesion
- c. Decoupling
- d. simplification
- e. factorization

36. The purpose of decision support systems is to:

- a. Replace a manager's judgment during the decision-making process
- b. Provide a predefined sequence of analysis during the process of problem solving
- c. Provide interactive assistance during the process of problem solving
- d. Automate a manager's decision-making process
- e. None of the above

37. Groupware systems allows groups of people to work together on documents and also

- I. schedule meetings
- II. route electronic forms
- III. develop shared databases
- IV. create a collaborative meeting atmosphere

- a. I and II only
- b. I, III and IV only
- c. II and III only
- d. I, II and III only
- e. I, II, III and IV

38. A typical _____ systems handle and manage documents, scheduling, and communication.

- a. Transaction processing
- b. Knowledge work
- c. Office automation
- d. Decision support
- e. Management information

39. Information required by decision makers at the operational level of management have the following characteristics

- I. Prespecified
- II. Detailed
- III. Wide Scope
- IV. Internal

- a. I and II only
- b. II and III only
- c. II, III and IV only
- d. I, II and III only
- e. I, II and IV only

40. The contemporary manager

- I. relies on informal commitments and networks to establish goal
- II. relies on a flexible arrangement of teams and individuals working in task forces
- III. relies on a rigid division on labour
- IV. appeals to loyalty to ensure the proper operation of a firm.

- a. I & II only
- b. I & III only
- c. II & IV only
- d. IV only
- e. II only

41. Match quality of information and how it is ensured using the following list

QUALITY	HOW ENSURED
(i) Accurate	(iv) Include all data
(ii) Complete	(v) Use correct input and processing rules
(iii) Timely	(vi) Include all data up to present time

- a. (i) and (v)
- b. (ii) and (vi)
- c. (iii) and (vi)
- d. (i) and (iv)
- e. (ii) and (v)

42. Contemporary business firms are to a large extent, _____

- I. hierarchical
- II. decentralized
- III. flexible
- IV. deliver mass-produced products and services
- V. made up of generalists

- a. I, II, & III only
- b. I, II & V only
- c. I, III & V only
- d. II, III & IV only
- e. III, IV & V only

- information systems that monitor elementary day-to-day activities of the organization are known as _____ level systems.
- Strategic
 - Knowledge
 - Management
 - Operational ☒
 - Technical
44. _____ type of systems often produce as output, decision analysis and responses to queries.
- ESS
 - DSS ☒
 - MIS
 - KWS
 - TPS
45. A students' registration application system used during students' registration at the beginning of the semester in a university is a _____ system.
- TPS
 - OAS
 - MIS
 - KWS
46. Which of these types of information systems use compressed transaction data from TPS and usually presents long reports that are produced on a regular basis?
- TPS
 - OAS
 - MIS ☒
 - KWS
 - ESS
47. _____ provide support for decisions and problems whose solutions cannot be specified in advance.
- MIS
 - OAS
 - DSS ☒
 - ESS
 - TPS
48. The purpose of _____ system is to help the business firm integrate new ideas into the business and to help the organization control the flow of paper work.
- Operations level
 - Knowledge level ☒
 - Managerial level
 - Strategic level
49. Which of these is/are likely to be Knowledge Work System(s)?
- An engineering workstation
 - An employee work attendance record system
 - A 5-year sales trend forecasting
- I & II only
 - I & III only
 - II & III only
 - I, II & III only
 - I only ☒
50. The new manager
- relies on informal commitments and networks to establish goals -
 - relies on a flexible arrangement of teams and individuals working in task forces
 - appeals to loyalty to ensure the proper operation of a firm.
- I & II only ☒
 - I & III only
 - II & III only
 - II only
 - I, II & III
51. In a motor car manufacturing company the following type of information may be provided by an operational level system
- Decision on introducing a new model
 - Scheduling production
 - Assessing competitor car
 - Computing sales tax collected ☒
 - Determining the fastest selling car models
52. Management Information Systems
- Have an internal rather than an external orientation
 - Have little analytical power
 - Use sophisticated analysis and modeling tools
 - Allows users to initiate and control the input and output

- a. I & II only
- b. I & III only
- c. II & IV only
- d. I, III & IV only
- e. I only

53. _____ is the measure for disorder or energy degradation.

- a. Entropy
- b. emergent properties
- c. holism
- d. Structure
- e. Functional cohesion

54. The perspective which claims that many aspects of a system can be understood only in terms of its entirety, and not necessarily be reduced to the characteristics of its components, is called _____

- a. Holism
- b. Reductionism
- c. Systems theory
- d. Emergent properties
- e. System cohesion.

55. The principal function of a _____ level system is to answer routine questions and to track the flow of transaction through the organisation.

- a. Operational
- b. Knowledge
- c. Management
- d. Strategic
- e. Decision

56. The level of detail with which you study a given system is called the _____.

- a. Black box
- b. Subsystem
- c. Granularity
- d. Cohesiveness
- e. Lag

57. The fastest-growing applications in business today are workstations and office systems which are _____ level systems.

a. Management

Knowledge-level systems

58. The interconnections and interactions between subsystems are termed _____.

- a. boundaries
- b. interfaces
- c. data
- d. feedback
- e. links

59. _____ systems operate in a predictable manner.

- a. Open
- b. Close
- c. Probabilistic
- d. Deterministic
- e. Dynamic

60. A system that designs promotional displays for a firm's products is definitely a(n) _____ level system of the sales function.

- a. Strategic
- b. Operational
- c. Decision
- d. Knowledge
- e. Management