

SET A

1. Which of the following best describes a key goal of improving business processes?

Answer: C. Enhancing efficiency and effectiveness

2. What is a bottleneck in a business process?

Answer: C. A stage where delays occur and slow the process

3. What is the first step in improving a business process?

Answer: D. Analyze the current process

4. What is the primary goal of mapping a business process?

Answer: D. To understand and visualize workflow

5. Which of the following is NOT a benefit of defining business processes?

Answer: D. Avoiding automation

6. Organizational culture is defined as:

Answer: B. Shared assumptions, values, and beliefs influencing behavior

7. Which of the following is a pricing strategy where a product is introduced at a low price to gain market share quickly?

Answer: B. Penetration

8. In which pricing strategy is a high price set initially and then lowered over time?

Answer: A. Skimming

9. What does "cost-plus pricing" involve?

Answer: C. Adding a standard markup to the cost of the product

10. What is "psychological pricing"?

Answer: A. Pricing that ends in 99 or 95

11. Dynamic pricing means:

Answer: B. Pricing that changes based on demand and other external factors

12. Which of the following best describes the relationship between outsourcing and offshoring?

Answer: B. Offshoring is a type of outsourcing

13. Offshoring can lead to criticism mainly because of:

Answer: C. Job losses in the home country

14. Which of these is a common reason companies choose to outsource?

Answer: C. To reduce costs and improve efficiency

15. A potential risk of outsourcing is:

Answer: C. Loss of control over business processes

SET B

1-3. Give at least 3 advantages of Outsourcing.

- **Reduces Operational Costs**
- **Improves Productivity**
- **Increases Flexibility**

4-6. Give the 3 advantages of Offshoring.

- **Economies Of Scale**
- **Close Collaboration**
- **Favorable Government Policies**

9-11. Give me at least 3 Effects of Skilled Labor Shortages on the IT Industry.

- **Outsourcing and Offshoring**
- **Increased Labor Costs**
- **Slower Innovation and Product Development**

12-13. Give at least 2 weaknesses for Ethical Framework in Naïve Egoism?

- **Self-interest mistaken for universal good**
- **Ignores others' rights and welfare**

14-15. What company are mostly using Outsourcing and Offshoring? Give 1 example each?

Outsourcing: Accenture

Offshoring: Shopee

SET C

1. It is called the backbone of modern business operation IT ENVIRONMENT
2. This model support precise billing tied to actual service usage? API METERING
3. According to this model this allows more flexible pricing depending on user segments or usage patterns. VALUE-BASED
4. This type of pricing attracts price-sensitive customers who are motivated by discounts? HIGH-LOW PRICING
5. What pricing strategies that the charges are based on measurable results achieved from using the product, such as improved analytics, cost savings, or operational efficiency. OUTCOME-BASED PRICING
6. This pricing strategies allows small-scale users to pay less and enables enterprises to match costs to scale. CONSUMPTION BASED PRICING
7. It is essential for businesses, looking to connect systems and information efficiently? BPI
8. Refers to the connectivity set up, including LAN, WAN, Routers, Switches and wireless access points? NETWORK INFRASTRUCTURE
9. A branch of philosophy that involves the study of moral principle that govern a person's behavior? ETHICS

10. This ethical theory emphasizes duty and following moral rules regardless of the consequences?

DEONTOLOGY

11. This ethical theory focuses on the greatest good for the greatest number? **UTILITARIANISM**

12. Which theory supports the idea that moral values can differ from one culture to another without one being superior? **CULTURAL RELATIVISM**

13. Who are those 2 scientists often saw their work as morally and theologically justified, but there was little formal ethical oversight?

GALILEO AND NEWTON

14. Used to store, manage, and retrieve critical organizational data?

DATABASE

15. This economic benefit allows companies to concentrate on their main business activities.

**FOCUS ON CORE
COMPETENCIES**

16. What is it called when a company hires a foreign firm to perform services instead of doing them internally? **OFFSHORING**

17. What term describes a business activity that is given to an outside company for completion, such as IT support or payroll? **OUTSOURCING**

18. Communication Problems :

OUTSOURCING DISADVANTAGE

19. Economies of Scale: **OFFSHORING
ADVANTAGES**

20. Increase Unemployment:

OFFSHORING DISADVANTAGES