METHODIST UNIVERSITY GHANA

FACULTY OF SCIENCE

DEPARTMENT OF INFORMATION TECHNOLOGY

AND

MATHEMATICAL SCIENCES

END OF FIRST SEMESTER EXAMINATIONS, 2024 / 2025

MUIT 425: MANAGEMENT INFORMATION SYSTEMS (3 CREDITS)

FRIDAY - NOVEMBER 29, 2024

THREE HOURS
(3 HOURS)

Answer **ALL** questions in **Section A**

and any **THREE** of the Five questions in **Section B**

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SECTION A (40 MARKS)

KINDLY WRITE THE ALPHABET THAT CORRESPONDS TO THE CORRECT ANSWER AGAINST THE QUESTION NUMBER

1. Information systems that monitor the elementary activities and transactions of an organization are known as......?
   a. Operational Level System
   b. Management Level System
   c. Strategic Level System
   d. Knowledge Level System

2. The projections and responses to questions or queries are the characteristics of information output that is associated with which of the following..........
   a. Management Information System
   b. Executive Support System
   c. Decision Support System
   d. Transaction Processing System

3. The summary transaction data, high volume data and simple models are information inputs associated with.........
   a. Transaction Processing System
   b. Decision Support System
   c. Management Information System
   d. Executive Support System

4. Which of the following individuals usually have less formal or advance degrees in education but tend to process rather than create information?
   a. System Analyst
   b. Chief Executives
   c. Data Workers
   d. Knowledge Workers

5. A prototype is known as...................
   a. A mini model of an existing system
   b. A working model of an existing system
   c. A mini model of an active system
   d. An unfunctional system

6. Any organized collection of hardware, software, communication networks, data and people that collects, transforms and disseminates information within an organization is known as......?
   a. Information System
   b. System Analysis
   c. System Re-engineering
   d. Integrated System

7. In computing, the numbers systems of zero (0) and one (1) is known as ....
   a. Binary

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b. Decimal
c. Hexadecimal
d. Diagonal

8. The sequence of instruction that work together for the performance of a task is known as..........
a. Statement
b. Program
c. Execution
d. Analysis

9. The art of getting things done through people and with the people is said to be.........
a. Statement
b. Entity'
c. Management
d. System

10. .... processing is traditionally considered as the classical method of processing data in a transaction processing setting.
a. Batch
b. Block
c. Sequence
d. Real time

11. The art of planning, organizing, directing and controlling of an organization's resources for the purpose of achieving the goals of the organization is known as.....................?
a. System Engineering
b. Management
c. Human Resources Management
d. System Analysis

12. An organized collection of interrelated components that forms a single unit for the purpose of making work easy is called.........................?
a. Information Management
b. Management
c. System
d. Model

13. Which of the following is not a component of an information system............
a. People
b. Software
c. Hardware
d. Control Unit

14. The art of deciding who is going to do what by when, or what is going to be done when, by whom, depending on the management style is known as...............?
a. Organizing
b. Directing
c. Planning
d. Controlling

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15. The data has been refined or processed and made meaningful and presented to decision makers and to enable them in making decisions is known as ....
a. Data
b. Information
c. System
d. Network

16. According to O'Brien (2001) information quality can be looked at in how many ways...........?
a. 4
b. 3
c. 2
d. 8

17. Which of the following does not define the quality of information according to O'Brien in classification of the qualities of information.................?
a. Time
b. Form
c. Content
d. Quality

18. Which of the following is not a function performed by MIS within the organization..........?
a. Data Capturing
b. Data Retrieval
c. Data Processing
d. Data Networking

19. Which of the following is not one of the characteristics of MIS ....?
a. Need Based
b. Management Based
c. Future Oriented
d. Distributed Based

20. How many levels of management do we have within an organization....................?
a. 4
b. 3
c. 8
d. 1

21. Which of the following is not one of the four main categories of an information system.........?
a. Strategic-Level System
b. Management-Level System
c. Knowledge-Level System
d. Decision-Support System

22. Which of the following is not a type of Transaction Processing System (TPS).............?
a. Stand-Alone System
b. Enterprise-Wide Client-Server System
c. Web-Based System

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d. Internet-Based System

23. Which of the following is not an example of an information system.....................
a. Executive Support System
b. Personal Digital Assistance
c. Transaction Processing System
d. Decision Support System

24. Which of the following is not a characteristic of a Management Information System........?
a. It is generally reporting and control oriented
b. It is relatively inflexible
c. It has little analytical capabilities
d. It uses only external data

25. Which of the following is not a characteristic of a decision support system.............?
a. They are interactive
b. They are used for solving complex problems
c. They require users to be highly skilled in IT
d. They provide fast response to unexpected situations

26. The following are some advantages of an Executive Information System except...........?
a. It provides timely delivery of company information in summary
b. It filters data for management use
c. It does not require extensive computer experience for its operations by executives
d. It handles daily transactions of the organization

27. The art of showing the way by conducting or leading members of an organization is
known as,.........................
a. Planning
b. Directing
c. Controlling
d. Organizing

28. The art of arranging or ordering or structuring or operating according to some principle or idea when managing a group of people is referred to as........................ ....?
a. Organizing
b. Planning
c. Execution
d. Controlling

29. Which of the following is one of the main components of a decision support system......?
a. A Mathematical Model
b. Internet Connectivity
c. Web Access
d. Software Application

30. What level within an organization does the decision support system serve...........
1. Operational Level
1. Management Level

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c. Transactional Level
d. Knowledge Level

STATE WHETHER THE FOLLOWING ARE TRUE OR FALSE

31. Data is information that has been shaped into a form that is meaningful to human beings.
a. True
b. False

32. Transaction processing systems are mostly used at the senior management level.
a. True
b. False

33. A hotel reservation system is not a typical example of a management information system.
a. True
b. False

34. A word processing program or application is an example of system software.
a. True
b. False

35. The principal purpose of systems at operational level is to answer routine questions.
a. True
b. False

36. Knowledge-Level Systems support knowledge and data workers in designing products, distributing information and coping with paperwork in an organization.
a. True
b. False

37. The value chain model highlights the primary or support activities that add a margin of value to a firm's products or services where information systems can best be applied to achieve a competitive advantage.
a. True
b. False

38. Transaction Processing Systems can process data in two main ways.
a. True
b. False

39. Knowledge Works Systems refers to information system that aids knowledge workers in the creation and integration of new knowledge in the organization.
a. True
b. False

40. The computer is one of the most important components of an information system
a. True
b. False

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SECTION B (60 Marks)
ANSWER THREE QUESTIONS ONLY IN THIS SECTION

QUESTION ONE (1)

a. Define term Management and explain what is meant to be a manager   [5]

b. List the four main functions of management and briefly define them.   [5]

c. Briefly explain two of the functions of management and give an example of what is required to play that function to enhance growth.   [5]

d. Explain the role of executive managers within an organization   [5]

QUESTION TWO (2)

a. Define describe Porter's Competitive Forces Model of dealing with competition within the business environment.   [4]

b. Briefly state the four basic strategies a company can employ to deal with competitive forces.   [4]

c. Briefly define the Value-Chain Model   [4]

d. List all the five stages of the competitive forces model developed by Michael E. Porter and explain each of them briefly.   [4]

e. Differentiate between the Value-Chain Model and the Porter's Forces Model   [4]

QUESTION THREE (3)

a. Define Information System?   [4]

b. Explain the term Management Information System (MIS)   [4]

c. System and give an example of a system   [4]

d. List and explain the components MIS   [4]

e. Differentiate between a Batch Processing and Online Processing transaction processing   [4]

QUESTION FOUR (4)

The define the following terminologies and list and explain their functions.

    a. Explain what a transaction processing system does   [4]

    b. List and explain the two ways by which TPS processes data   [4]

    c. Office Automation Systems   [4]

    d. Define knowledge Works Systems and what they do.   [4]

    e. List the functions of Management Information Systems in an organization [4]

QUESTION FIVE (5)

    a. Information is said to be a strategic resource for decision making in most organisations. Thus, it is very important in taking the right decisions. With the help of suitable examples, discuss the states information must be in to enhance the best decision making. [4]

    b. Explain the term information and give two examples of information   [4]

    c. Define data and its necessity when it comes to business decision making [4]

    d. Differentiate between information and data with examples   [4]

    e. Differentiate between E-Commerce and E-Business   [4]

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