**TAKORADI TECHNICAL UNIVERSITY**

**FACULTY OF APPLIED SCIENCES**

**DEPARTMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY**

**Course: Management Information Systems (MIS). EVENING**

**Course code: SMS 322 Duration: 2 ½ hrs**

**SECTION A**

**ANSWER ALL QUESTIONS**

1. Management support system includes……..

a. DSS b. ESS c. MIS d. all of the above

2. Which of the following is not an objective of MIS?  
a. Facilitate the decisions-making process b. Provide requisite information at each level of management  c. Support decision-making d. Recruit people for system

3. THE ………… is defined as a set of activities performed across the organization creating as output of value to the customer.

a. development process b. business process c. quality process d. customer focus

4. what among the ff are the primary characteristics that information must process?

a. relevance b. availability c. timeless d. accuracy

5. the back bone of any organization is

a. information b. employee c. management d. capital

6. the flow of information through MIS is

a. need dependent b. organization dependent c. information dependent d. management dependent.

7. transaction processing system is used at the…….

a. operational level b. tactical level c. executive level d. strategic level  
  
8. In MIS system design, the sources of information may be categorized as............... And ...............  
a. Internal, external b. Personal, organizational  c. Useful, unusual d. Constructive, destructive

9. decision Support System can be found at which level in the organisation ……..

a. middle level b. lower level c. top level d. none of the above  
  
10. The \_\_\_\_\_\_\_\_ focuses on the external factors that can affect an organization ability to compete.

a. Strategic development model b. Competitive forces model c. Value-chain model

d. Competitive strategies model

11. Which of the following models are developed on the principles of business management, accounting and econometrics?  
a. Behavioral model b. Management science models

c. Operations research models d. Policy making models  
  
12. A/an..................... Is a set of processes and procedures that transform data into information and knowledge?  
a. Information system b. Knowledge system c. Database system d. Computer system  
  
13. A system is called..................... When the inputs, process and the outputs are known with certainty.  
a. Probabilistic b. Deterministic c. Open d. Close

14. Which of the following steps is/are the implementation plans involved in MIS?  
I. Preparing organizational plans ii. Planning of work flow iii. Training of personnel  
iv. Development of software v. Acquiring computer hardware  
a. I, ii and iii only b. I, ii, iii and iv only c. I, ii, iv and v only d. All i, ii, iii, iv and v

15.Audit gives details about \_\_\_\_\_\_\_\_ to account payable system

a. account balance b. transaction c. expenditure d. all of the above

 16. MIS normally found in a manufacturing organization will not be suitable in the \_\_\_\_\_\_.

a. service sector b. banking sector c. agriculture sector d. all of the above

 17. \_\_\_\_\_\_\_ details are given by management to marketing service system.

a. customer b. employee c. supplier d. none of the above

18. The basic components. of DSS is/are.

a. database b. model base c. DSS software system d. all of the above

 19. GDSS is the short form of

a. group discussion support system b. group decision service system

c. group discussion support source d. group decision support system

20. Decision trees could be represented in different ways such as

a. bottom to top b. left to right c. top to bottom d. all of the above

**SECTION B**

**CASE STUDY**

The disengaged worker when training a group of workers, often the challenge for the trainer is ensuring the key messages are getting through to everyone. In larger groups it’s not always easy keeping everyone engaged, and all too often, one or two of the workers are simply not paying attention. In the end, you have a roster sheet full of employee signatures to show that they’ve taken the training, “but how do you know they were actually trained?”

**QUESTION 1**

Use the case study above to answer the following questions.

a. When training a group of workers, what are some of the physical indicators that tell you whether or not a group is no longer attentive? 5 marks

b. What can you do as trainer when you notice the workers attention span is waning? 5 marks

c. List several reasons why workers may not be engaged in a training session. 10 marks

e. 5. What are the main differences between a training session and a lecture? 5 marks

f. 6. How important is it to “train the trainer? 5 marks

**QUESTION 2**

a.What is an ERP? 4 marks

b. Explain the advantages and disadvantages of an ERP. 6 marks

c. what are the five competitive forces that every organization should know to gain competitive advantage and what competitive strategies can be used to counter the effect of these forces.

10 marks

d. Describe the factors which make a good or a poor MIS using examples to illustrate your answer. 5 marks

**QUESTION 3**

a. Explain why advances in information systems can give an organization a competitive advantage. 10 marks

b. What does the term globalization mean? How does Friedman define the tree eras of globalization? 6 marks

c. What are the challenges of globalization? 4marks

d. Briefly define each of the three members of the information security triad. 5 marks