

## Multiple Choice Questions

# Management Information System

**(BCA-415)**

1. 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
2. What among the following are the primary characteristics that information must process?  
i) **Relevance** ii) Availability  
iii) Timeliness iv) Accuracy
3. A system is called ..... when the inputs, process and the outputs are known with certainty.  
A) Probabilistics B) **Deterministic**  
C) Open D) Close
4. The basic component(s) of DSS is (are)  
a. Database b. Model base  
c. DSS software system d. **All of the above**
5. The elements of control will consist of  
a. **Authority, Direction, Management** b. Authority, Direction, Information  
c. Authority, Application, Management d. Authority, Application, Information
6. Internal information for MIS may come from any one of the following department.  
a. **Customers care department** b. HR department  
c. Marketing department d. Production department
7. 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
8. One byte is made of  
a. Four bits b. **Eight bits**  
c. Twelve bits d. Sixteen bits
9. \_\_\_\_ details are given by Management to Marketing Service System.  
a. Customer b. Employee  
c. **Supplier** d. None of the above
10. Assembling a product, identifying customers and hiring employees are :

A) Transactions

B) Phases

C) **Business Processes**

D) Business Functions

11. Which of the following is part of a static view of information?

1. Logical data model

2. Meta data

3. **Data flow model**

4. Information process model

12. Contemporary Information Systems are interfacing with customers and suppliers using :

1. BPR

2. CRM

3. SCM

4. Both CRM & SCM

13. An information system that supports the planning and assessment needs of executive management is

1. DSS

2. TPS

3 MIS

4. **none of the** above

14. The first network that planted the seeds of Internet was:

A **.ARPANET**

B. NSFnet

C. Vnet

D. Both (A) and (B)

15. The basic nature of the system refers to .....

A. **flow of information**

B. data

C. information

D. events occurrence

16. Which of the following is true for supply chain management?

a.The physical material moves in the direction of the end of chain

b.Flow of cash backwards through the chain

c.Exchange of information moves in both the direction

d.**All of the above**

17. CRM technology can help in

a) Designing direct marketing efforts

b) Developing new pricing models

c) Processing transactions faster

d) **All of the above**

18. Which is a function of E-commerce

a. marketing

b. advertising

c. warehousing

d. **all of the above**

19. The supply chain concept originated in what discipline?

a) **marketing**

b) operations

c) logistics

d) production

20. Preparing short-term budgets is an example of finance and accounting Information system operating at the:
- |                       |                            |
|-----------------------|----------------------------|
| (1) Operational level | (2) Management level       |
| (3) Knowledge level   | (4) <b>Strategic</b> level |
21. ....is basically a concept of online marketing and distributing of products and services over the internet
- |               |        |
|---------------|--------|
| A. B2G        | B. B2E |
| C. <b>B2C</b> | D. B2B |
22. Which of the following is not one of the three main components in a decision support system?
- |                 |                    |
|-----------------|--------------------|
| [A] Model       | [B] Communications |
| [C] <b>Data</b> | [D] Dialogue       |
23. The accounting system is ..... whereas the demand forecasting system is .....
- |   |                                 |
|---|---------------------------------|
| A) <b>deterministic</b> , probabilistic | B) probabilistic, deterministic |
| C) open, close                          | D) close, open                  |
24. The set of instructions and rules to design and use information system are called
- |             |                      |
|-------------|----------------------|
| a. Software | b. data              |
| c. hardware | d. <b>procedures</b> |
25. The most important reason for failure of MIS is
- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| A. Use of improper tools for design | B. <b>Non involvement</b> of end-user |
| C. Improper specification           | D. None of the above                  |
26. Under mechanism of scientific management, scientific task setting includes:
- |                  |                             |
|------------------|-----------------------------|
| (A) Time study   | (B) Motion study            |
| (C) Method study | (D) <b>All of the above</b> |
27. In management process, the most misinterpreted word is
- |                       |                |
|-----------------------|----------------|
| (A) <b>Organizing</b> | (B) Delegating |
| (C) Controlling       | (D) Planning   |
28. \_\_\_\_\_ is the collection of UML depicts information systems :
- |                   |              |
|-------------------|--------------|
| A. <b>Objects</b> | B. Processes |
| C. Entities       | D. Data      |
29. In computer terminology, information means
- |   |              |
|---|--------------|
| (A) Alphanumeric data                               | (B) Program  |
| (C) Data in <b>more useful or intelligible form</b> | (D) Raw data |

30. Software instructions that are intended to satisfy a user's specific processing needs constitute
- (A) **Application** software
  - (B) System software
  - (C) Control software
  - (D) Real-time software
31. The word processing task associated with changing the appearance of document is
- (A) Storing
  - (B) Editing
  - (C) Writing
  - (D) **Formatting**
32. A complete set of programs for one specific data processing application is called
- (A) Compiler
  - (B) Utility program
  - (C) Canned program
  - (D) **Program** package
33. The person who ensures that systems are developed on time, within budget, and with acceptable quality is a
- 1. systems designer
  - 2. **project** manager
  - 3. systems owner
  - 4. external system user
34. A model-driven analysis approach that focuses on the structure of stored data in a system rather than on processes is
- 1. structured analysis
  - 2. **information** engineering
  - 3. rapid architected analysis
  - 4. object-oriented analysis
35. A half byte is known as\_\_\_\_\_.
- (A) data
  - (B)bit
  - (C)half byte
  - (D)**nibble**
36. Which of the following is not a term pertaining to Email?
- a) **Power Point**
  - b) Inbox
  - c) Sender
  - d) Receiver
37. By an extranet we mean
- (a) An extra fast computer network
  - (b) An extra network used by an organization for higher reliability
  - (c) **The intranets of two co operating organizations interconnected via a secure leased line**
  - (d) An extra concentration to creating organization
38. Which statement is true about internet?
- a) a single network
  - b) **a vast collection of different networks**

- c) interconnection of local area networks
- d) interconnection of wide area networks

39. What is an Intranet?

- A. A local or restricted network only accessible to users within an organization**
- B. The same as the Internet
- C. The same as the World Wide Web
- D. The same as an Extranet

40. What does CRM stand for?

- a) Consumer Relations Management
- b) Customer Relationship Marketing
- c) Customer Relationship Management**
- d) Consumer Returns Management

41. SCM stands for

- a) Software Control Management
- b) Supply Chain Management**
- c) Software Concept Management
- d) None of the mentioned

42. \_\_\_\_\_ is a type of software designed to help the user's computer detect viruses and avoid them.

- A. Malware
- B. Adware
- C. Antivirus**
- D. Both B and C

43. Which of the following is not a feature of planning?

- (a) Planning is futuristic.
- (b) Planning is pervasive.
- (c) Planning does not establish standards for controlling.**
- (d) Planning focuses on achieving objectives.

44. Which of the following is not a benefit of planning?

- (a) Planning reduces overlapping and wasteful activities.
- (b) Planning is not a mental exercise.**
- (c) Planning provides directions.
- (d) Planning reduces the risks of uncertainty.

45. Which is/are the functions of a Management?

- A. Planning
- B. Organizing
- C. Staffing
- D. All of the above**

46. By comparing \_\_\_\_\_ with standards manager can know whether the goals are achieved or not:-

- (a) Risk
- (b) Ideas
- (c) Actual performance**
- (d) Costs

47. Name the function of management which involves setting objectives and developing appropriate courses of action to achieve these objectives.

- (a) Directing
- (b) Organizing
- (c) Planning**
- (d) Staffing

48. Who are the primary users of SCM systems?

- A) Sales, marketing, customer service
- B) Accounting, finance, logistics, and production
- C) Customers, resellers, partners, suppliers, and distributors**
- D) All of the above

49. Which of the following describes an ERP system?

- A) ERP systems provide a foundation for collaboration between departments
- B) ERP systems enable people in different business areas to communicate
- C) ERP systems have been widely adopted in large organizations to store critical knowledge used to make the decisions that drive the organization's performance
- D) All of the above**

50. Which of the following is not a process of controlling?

- (a) Analyzing deviations
- (b) Integrates employees efforts**
- (c) Taking corrective measures
- (d) Setting performance standards

51. ERP stands for

- (a) **Enterprise Resource Planning**
- (b) Effective Reuse Planning
- (c) Effective Research Planning
- (d) None of the mentioned

52. Which of the following is not an aspect of control?

- A. To evaluate actual performance.
- B. To compare actual performance with goals.
- C. To define objectives.**
- D. To take corrective action.

53. The common link between planning and control is:

- A. Procedures.
- B. Rules.
- C. Standards.**
- D. Policies.

54. Controlling function finds out how far \_\_\_\_\_ deviates from standards.

- A. Actual performance**
- B. Improvement
- C. Corrective actions
- D. Cost

55. Identify the best definition of planning.

- A. An integrated process, in which plans are formulated, carried out and controlled.
- B. Devising ways of achieving the objectives of an organization.
- C. Setting an organization's objectives and the means of reaching them.**
- D. The core activity of planners and planning departments.

56. In a firm the reports are generated under condition are called \_\_\_\_\_ reports.

- A. Exception.**
- B. Condition.
- C. Standard.
- D. Periodic.

57. The component of a decision support system that provides decision makers access to a variety of models and assists them in decision making is called the \_\_\_\_\_.

- A. Model base
- B. model management software
- C. database**
- D. dialogue manager

58. Which of the following is NOT a goal of transaction processing systems?

- A. Capture, process, and store transactions
- B. Produce a variety of documents related to routine business activities
- C. Reduce manual effort associated with processing business transactions
- D. Produce standard reports used for management decision making**

59. Generally, the top management of an organization is more interested in

- A. Tactical decisions
- B. Day-to-day operations
- C. Strategic decisions**
- D. All of these

60. In motor car manufacturing which type of information is strategic?

- A. Decision on introducing a new model**
- B. Scheduling production
- C. Assessing competitor car
- D. Computing sales tax collected

61. Operational information is needed for

- A. Day to day operations**
- B. Meet government requirements
- C. Long range planning
- D. Short range planning

62. Strategic information is needed for

- [A] Day to day operations
- [B] Meet government requirements
- [C] Long term planning**
- [D] Short term planning



63. For taking decisions data must be
- [A] Low-Volume
  - [B] Massive
  - [C] Processed correctly**
  - [D] Collected from diverse sources
64. Outputs of MIS system are generally in the form of:
- [A] Graph, Chart**
  - [B] Complex table
  - [C] Both A and B
  - [D] None of the above
65. Example of Office automation tools are \_\_\_\_\_
- [A] Pencil and Pen
  - [B] File and Rack
  - [C] Table and Desk
  - [D] Electronic Mail and Internet System**
66. Information is \_\_\_\_\_
- [A] A collection of data
  - [B] A processed data**
  - [C] A text data.
  - [D] A audio/video data
67. EIS stands for
- [A] External information system.
  - [B] Extended information system.
  - [C] Electronic information system.
  - [D] Executive information system.**
68. In an information system which one is not a technology driver for an information system?
- A. knowledge asset management**
  - B. networks and the Internet
  - C. object technologies
  - D. enterprise applications
69. Who have concerned with tactical (short-term) operational problems and decision making ?
- A. supervisors
  - B. mobile managers

**C. middle managers**

D. executive managers

70. \_\_\_\_\_ is not a typical business function?

A. Manufacturing

B. Sales

C. Service

**D. Benefits and Compensation**

71. A Language-based, machine that representations of how a software process is supposed to do, or how a software process is supposed to accomplish its tasks.

**A. application programs**

B. prototyping

C. software specifications

D. human engineering

72. Project Management ensures that

**A. system is developed at minimum cost**

B. project's risk is assessed

C. project's feasibility is assessed

D. both A and B

73. The person who ensures that systems are developed on time, within budget, and with acceptable quality is a

1. Systems designer

**2. Project manager**

3. Systems owner

4. External system user

74. A web blueprint depicts:

1. The layout of an individual web page

2. The layout of the home page

3. The layout of an index page

**4. The layout of a website**

75. The Internet was originally a project of which agency?

**A. ARPA**

B.NSF

C. NSA

D. None of these

76. In internet terminology IP means

A. Internet Provider

**B. Internet Protocol**

C. Internet Procedure

D. Internet Processor

77. Which one of the following is not a search engine?

A. Bing

B. Google

C. Yahoo

**D. Windows**

78. Verification of a login name and password is known as:

A. configuration

B. Accessibility

**C. Authentication**

D. Logging in

79. Moving from one website to another is called :

A. Downloading

**B. Browsing**

C. Uploading

D. Attachment

80. A computer on internet are identified by :

A. E-mail address

B .Street address

**C. IP addresses**

D. None of the above