Code : 302205

BBA 2nd Semester Exam., 2015

INFORMATION TECHNOLOGY IN MANAGEMENT—2

(Management Information System)

Time : 3 hours   Full Marks : 60

Instructions :

(i) The marks are indicated in the right-hand margin.

(ii) There are **SEVEN** questions in this paper.

(iii) Attempt **FIVE** questions in all.

(iv) Question Nos 1 and 2 are compulsory.

1. Choose the correct answer (any six) :   2×6=12

   (a) Which of the following systems ensures that proper stock of each item is maintained in an organization?

   (i) Human resource information system

   (ii) Inventory control system

   (iii) Manufacturing information system

   (iv) Marketing information system

   (b) Which of the following is the main software component of DSS?

   (i) Database management system (DBMS)

   (ii) Model management system

   (iii) Support tool

   (iv) Internet

   (c) —— is the process of defining the current problem, determining why a new system is needed, and identifying the objectives of the proposed system.

   (i) Feasibility analysis

   (ii) Systems analysis

   (iii) System definition

   (iv) System requirements

   (d) Which of the following is a computer-based system that stores and manipulates data that are viewed from a geographical point or reference?

   (i) Geographical Information System (GIS)

   (ii) Database System (DS)

   (iii) Geographic System (GS)

   (iv) Software System (SS)

(c) In a hospital information system, which of the following types of information is tactical?

(i) Opening a new children's ward

(ii) Data on births and deaths

(iii) Preparing patients' bill

(iv) Buying an expensive diagnostic system such as CAT scan

(f) The different types of decision while decision-making in MIS are

(i) programmed decisions

(ii) programmable decisions

(iii) semiprogrammed decisions

(iv) nonprogrammed decisions

(1) Only (i), (ii) and (iii)

(2) Only (ii), (iii) and (iv)

(3) Only (i), (iii) and (iv)

(4) All (i), (ii), (iii) and (iv)

(g) Online transaction processing is used, because

(i) it is efficient

(ii) disk is used for storing files

(iii) it can handle random queries

(iv) transactions occur in batches

(h) Decision support systems are essential for

(i) day-to-day operation of an organization

(ii) providing statutory information

(iii) top-level strategic decision-making

(iv) None of the above

2. Answer any *three* of the following : 4×3=12

(a) List and describe four reasons why information systems are so important for a business today.

(b) What is information system? Distinguish among a computer, a computer program, and an information system. What is the difference between data and information?

(c) What is the purpose of an information system from a business perspective? What role does it play in the business information value chain?

(d) What are the organizational, management, and technological dimensions of information systems?

(e) Why do some firms obtain greater value from their information systems than the others? What role do complementary assets, and organizational and management capital play?

Answer any *three* of the following : 12×3=36

3. List the major types of system in an organization and briefly describe them.

4. What are the characteristics of MIS? How does MIS differ from TPS and DSS?

5. What are the characteristics of DSS? How does it differ from that of ESS?

6. What is a business process? Give two examples of processes for functional areas of the business and one example of a cross-functional process.

7. What are the challenges posed by the existence of various types of information system in an enterprise? How can these challenges be addressed?

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