Code : 302205

BBA 2nd Semester Exam., 2014

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 options (any six) :   2×6=12

   (a) MIS stands for

      (i) Management Instructions System

      (ii) Management Intelligence System

      (iii) Management Information System

      (iv) None of the above

   (b) Simon's model of decision making includes which one of the following in order of execution?

      (i) Design, intelligence, choice

      (ii) Choice, design, intelligence

      (iii) Analysis, choice, design

      (iv) Intelligence, design, choice

(2)

   (c) Which one of the following statements is not correct?

      (i) A closed system does not react with external changes

      (ii) A democratic system of government is an example of non-adaptive system

      (iii) A deterministic system is one whose output is certain

      (iv) Every system must have a central objective

   (d) Processed data lead to

      (i) information ✓

      (ii) intelligence

      (iii) knowledge

      (iv) All of the above

   (e) Select the correct statement.

      (i) GDSS is not necessarily a collaborative one

      (ii) GDSS facilitates the solution of structured problems only

      (iii) GDSS is an interactive computer-based system

      (iv) Support staff in GDSS is not required

(f) Which one of the following is incorrect in the context of GDSS?

(i) Open/collaborative/group meeting atmosphere

(ii) Improved pre-planning

(iii) Denial to external information

(iv) Preservation of 'organisation memory'

(g) Which of the following can be attributed to expert system characteristics?

(i) Capturing the expertise

(ii) Saving the human expert's time

(iii) Duplicating and transferring the expertise

(iv) All of the above

(h) Which one of the following is used to describe 'metadata'?

(i) Data dictionary

(ii) Data flow diagram

(iii) Data warehouse

(iv) Data mining

(i) Organisation structure

(i) is a term used to describe the hierarchy and levels of management

(ii) is a cell structure

(iii) means how big the organisation is

(iv) None of the above

(j) Usually management is considered to have —— level(s).

(i) 1

(ii) 2

(iii) 3

(iv) 5

2. Answer the following short essay-type questions (any *three*) :　　4×3=12

(a) Differentiate between data and information.

(b) Explain 'information economy'.

(c) Explain about programmed and non-programmed decisions.

(d) What are the benefits of ERP?

(e) Explain the characteristics of decision support system.

3. Define a system. What are the characteristics of a good system? Explain different types of system.　　12

4. What is DSS? Explain different components of DSS.　　12

5. Write an essay on ERP.　　12

6. Explain the following :   6×2=12

    (a) Role of information in an organisation

    (b) Artificial intelligence framework

7. Write short notes on any *three* of the following :   4×3=12

    (a) Interface characteristics of DSS

    (b) Data warehouse

    (c) Salient features of organisation

    (d) ESS

    (e) Information requirements at different levels of management

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