Roll No. ....

O. M. R. Serial No. ☐☐☐☐☐☐☐☐

B. Com. (Honors) (Second Semester)

EXAMINATION, July, 2022

MANAGEMENT INFORMATION SYSTEM

Paper Code

BCOMH | 2 | 0 | 0 | 2

Questions Booklet Series

A

Time : 1:30 Hours]   [*Maximum Marks : 100*

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.

2. The booklet contains 100 questions. Examinee is required to answer any 75 questions in the OMR Answer-Sheet provided and not in the question booklet. If more than 75 questions are attempted by student, then the first attempted 75 questions will be considered for evaluation. All questions carry equal marks.

3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।

2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को किन्हीं 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। यदि छात्र द्वारा 75 से अधिक प्रश्नों को हल किया जाता है तो प्रारम्भिक हल किये हुए 75 उत्तरों को ही मूल्यांकन हेतु सम्मिलित किया जाएगा। सभी प्रश्नों के अंक समान हैं।

3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।

(Remaining instructions on the last page)   (शेष निर्देश अन्तिम पृष्ठ पर)

(Only for Rough Work)

1. Summary transaction data, high-volume data and simple models are information input characteristics of ....

   (A) Decision Support System (DSS)

   (B) Management Information System (MIS)

   (C) Executive Support System (ESS)

   (D) Transaction Processing System (TPS)

2. In MIS .... plays economically sound and logically in development process.

   (A) information

   (B) data

   (C) statements

   (D) data flow

3. Materials into intermediate and finished products and distributing the finished products to customers :

   (A) Production chain

   (B) Primary chain

   (C) Supply chain

   (D) Distribution chain

4. A type of decision in which there may be several "right" answers and no precise way to get a right answer is ....

   (A) Structured decision

   (B) Unstructured decision

   (C) Recurring decision

   (D) Non-recurring decision

5. MIS stands for :

   (A) Management Information System

   (B) Management Introduction System

   (C) Management Innovative System

   (D) None of the above

6. MIS is applicable at :

   (A) Lower Level of Management

   (B) Middle Level of Management

   (C) Upper Level of Management

   (D) None of the above

7. Strategic Management is applicable at :

   (A) Lower Level of Management

   (B) Middle Level of Management

   (C) Upper Level of Management

   (D) None of the above

8. IT stands for :

   (A) Information Technology

   (B) Information Techniques

   (C) Information Tools

   (D) None of the above

9. Intranet is the type of Internet that is used :

   (A) Privately

   (B) Publically

   (C) Both (A) and (B)

   (D) None of the above

10. Extranet is a private network that enterprises use :

   (A) To provide trusted third parties

   (B) To provide publically

   (C) Both (A) and (B)

   (D) None of the above

11. E-Commerce means buying and selling of goods and services :

   (A) Electronically

   (B) Directly

   (C) Both (A) and (B)

   (D) None of the above

12. Database Management System is :

   (A) Computerised Data Keeping System

   (B) Manual Database System

   (C) Both (A) and (B)

   (D) None of the above

13. Supply chain management is the processes that :

   (A) Transform raw materials into final products

   (B) Transform raw materials into intermediate products

   (C) Both (A) and (B)

   (D) None of the above

14. CRM represents :

   (A) Customer Relationship Management

   (B) Customer Related Management

   (C) Customer Representative Management

   (D) None of the above

15. Goal of CRM is to :

   (A) Improve Business relationships

   (B) Improve Innovation

   (C) Both (A) and (B)

   (D) None of the above

16. Types of Information System includes :

    (A) Transaction Processing Systems

    (B) Knowledge Management Systems

    (C) Management Information Systems

    (D) All of the above

17. MIS is an organized combination of :

    (A) People

    (B) Hardware

    (C) Data sources

    (D) All of the above

18. Supervisor, Clerk and Foreman represents :

    (A) Middle Level of Management

    (B) Lower Level of Management

    (C) Top Level of Management

    (D) Both (A) and (B)

19. CEO represents :

    (A) Middle Level of Management

    (B) Lower Level of Management

    (C) Top Level of Management

    (D) Both (A) and (B)

20. Structured decision are :

    (A) Routine and repetitive in nature

    (B) Preplanned

    (C) Straightforward

    (D) All of the above

21. Unstructured decisions are made for :

    (A) General processes

    (B) Specified processes

    (C) Both (A) and (B)

    (D) None of the above

22. Structured decision are taken at :

    (A) Lower Level of Management

    (B) Top Level of Management

    (C) Middle Level of Management

    (D) Both (A) and (B)

23. Tactical Management represents :

    (A) Lower Level of Management

    (B) Middle Level of Management

    (C) Top Level of Management

    (D) Both (A) and (B)

24. Operational Management involves :

    (A) Decision Support System

    (B) Management Information System

    (C) Transaction Processing System

    (D) Both (A) and (B)

25. Strategic Management supports :

    (A) Decision Support System

    (B) Management Information System

    (C) Transaction Processing System

    (D) None of the above

26. Semi-structured decision involves :

(A) Tactical Management

(B) Middle Level Management

(C) Both (A) and (B)

(D) None of the above

27. Procurement Management involves :

(A) Specification and planning

(B) Identifying and selecting suppliers

(C) Measurement and analysis

(D) All of the above

28. Office management refers to :

(A) Planning

(B) Organizing

(C) Directing and controlling

(D) All of the above

29. Functions of Modern Office involves :

(A) Receiving Information

(B) Collecting Information

(C) Recording Information

(D) All of the above

30. Job Analysis is a process where .... are made about data collected on a job.

(A) payments

(B) judgements

(C) decisions

(D) All of the above

31. Job Analysis is the process of studying and collecting information relating to the .... of a specific job.

(A) operations

(B) responsibility

(C) Both (A) and (B)

(D) None of the above

32. The immediate products of job analysis are :

(A) job description

(B) job specifications

(C) Both (A) and (B)

(D) None of the above

33. .... tells what kind of person to recruit and for what qualities that person should be tested.

   (A) Job description

   (B) Job specification

   (C) Job design

   (D) All of the above

34. Office accommodation refers to appropriate :

   (A) Office Location

   (B) Office Building

   (C) Office Facilities

   (D) All of the above

35. Office layout takes into account :

   (A) Equipment

   (B) Supplies

   (C) Designs

   (D) All of the above

36. Office Environment includes :

   (A) Computer Systems

   (B) Conference room tables

   (C) Fax Machines

   (D) All of the above

37. Office reports are prepared :

   (A) To present factual information to management

   (B) To serve as a means of communication

   (C) Both (A) and (B)

   (D) None of the above

38. Types of reports includes :

   (A) Formal Report

   (B) Analytical Report

   (C) Statutory Report

   (D) All of the above

39. Reports, which are prepared in accordance with the statutory requirements of law, are called :

   (A) Non-statutory Report

   (B) Statutory Report

   (C) Analytical Report

   (D) None of the above

40. Essentials of office report includes :

   (A) Relevancy

   (B) Accuracy of facts

   (C) Conciseness

   (D) All of the above

41. A Filing System is :

   (A) Record Keeping System

   (B) Public Relations Management

   (C) Both (A) and (B)

   (D) None of the above

42. Indexing means :

   (A) An arranged system to locate the documents.

   (B) An arranged system for Public Relations

   (C) Both (A) and (B)

   (D) None of the above

43. Public Relations implies :

   (A) Relationships between an Organization and Publics.

   (B) Relationship between Organization and Employees

   (C) Both (A) and (B)

   (D) None of the above

44. Using .... organizations are turning to automation in the workplace to boost productivity.

   (A) Office Automation System

   (B) Expert System

   (C) Transaction Process System

   (D) None of the above

45. Office automation eases organizational workloads by ....

   (A) Manual Support System

   (B) Simplifying and automating processes

   (C) Non-automation System

   (D) None of the above

46. The use of computer is to .... a variety of office operations.

   (A) Execute

   (B) System

   (C) Process

   (D) None of the above

47. The term 'office automation' refers to a combination of computer ....

   (A) Hardware

   (B) Software

   (C) Network connectivity

   (D) All of the above

48. Benefits of using computers are :

   (A) Speed

   (B) Reliable

   (C) Storage

   (D) All of the above

49. Basic application of computer includes :

   (A) Medical field

   (B) Entertainment

   (C) Education

   (D) All of the above

50. The information of MIS comes from the :

   (A) Internal source

   (B) External source

   (C) Both (A) and (B)

   (D) None of the above

51. The flow of information through MIS is :

(A) Need dependent

(B) Organization dependent

(C) Information dependent

(D) Management dependent

52. Which of the following is not an objective of MIS ?

(A) Facilitate the decision-making process

(B) Provide requisite information at each level of management

(C) Support decision-making

(D) Recruit people for system

53. Management Information Systems (MIS) :

(A) Create and share documents that support day-today office activities

(B) Process business transactions (e.g., time cards, payments, orders, etc.)

(C) Capture and reproduce the knowledge of an expert problem solver

(D) Use the transaction data to produce information needed by managers to run.

54. What type of computer is specially designed and/or used for tasks that require extremely rapid and complex calculations ?

(A) PC

(B) Super computer

(C) Midrange computer

(D) Mainframe

55. To improve the performance of a business process, which of the following is most relevant ?

(A) Input

(B) Processing

(C) Control and feedback

(D) All of the above

56. Arranging the customer's names in ascending order is an example of :

(A) Process

(B) Information processing

(C) Process and information

(D) Information

57. Equipment and programs used to process raw data into the information are termed as :

(A) Information

(B) Information technology

(C) Information processes

(D) Raw data

58. Office system defined as a :

(A) procedures designed to attain a specific objective.

(B) concerned with the place and the time of performance of work.

(C) Both (A) and (B)

(D) None of the above

59. Office supervisors perform tasks such as :

(A) Filing

(B) Producing reports

(C) Ordering office supplies

(D) All of the above

60. Controlling function finds out how far .... deviates from standards.

(A) Actual performance

(B) Improvement

(C) Corrective actions

(D) Cost

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

(A) Analyzing deviations

(B) Integrate employees efforts

(C) Taking corrective measures

(D) Setting performance standards

62. Remedial actions taken to prevent deviation in future is called :

(A) Measurement of actual performance

(B) Taking corrective actions

(C) Analyzing deviations

(D) Setting performance standards

63. Work study involves :

(A) Only method study

(B) Only work measurement

(C) Method study and work measurement

(D) Only motion study

64. Servers are computers that provide resources to other computers connected to a :

(A) Client

(B) Mainframe

(C) Super computer

(D) Network

65. A program that is used to view websites is called a :

(A) Browser

(B) Web viewer

(C) Spreadsheet

(D) Word processor

66. The main memory of a computer system is :

(A) Non-volatile

(B) Volatile

(C) Restricted

(D) Unrestricted

67. Information technology deals with :

(A) Information

(B) Data

(C) Knowledge

(D) All of the above

68. Which of the following is not a characteristic of good information ?

(A) Interchangeability

(B) Relevance

(C) Cost effectiveness

(D) Accuracy

69. Information technology is the combination of computer science and ....

(A) telecommunications

(B) electronics

(C) digital marketing

(D) networking

70. MIS is normally found in .... sector.

(A) Service

(B) Education

(C) Manufacturing

(D) Marketing

71. Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies and directing subordinate managers ?

(A) First level managers

(B) Middle managers

(C) Executive managers

(D) Second level managers

72. Controlling is performed by which Level
of Management ?

(A) Top Level of Management

(B) Middle Level of Management

(C) Lower Level of Management

(D) Both (A) and (C)

73. MIS objectives include :

(A) Capturing data

(B) Processing data

(C) Controlling and operations

(D) All of the above

74. Which one is the characteristic of MIS ?

(A) Long-term planning

(B) Forecast

(C) Both (A) and (B)

(D) None of the above

75. Setting policy for new technology is an
example of :

(A) Structured decision

(B) Unstructured decision

(C) Both (A) and (B)

(D) None of the above

76. MIS structure can be defined through :

(A) Physical components

(B) Organisational functions

(C) Levels of management activities

(D) All of the above

77. Which level of management works on
Inventory Needs ?

(A) Top level of management

(B) Middle level of management

(C) Lower level of management

(D) All of the above

78. Resource planning is performed by :

(A) Top level of management

(B) Middle level of management

(C) Operational level of management

(D) None of the above

79. The function of Decision-making is of :

(A) Lower management

(B) Top management

(C) Middle management

(D) All level of management

80. If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an :

(A) CRM

(B) Intranet

(C) ERP

(D) Extranet

81. Decision makers who are concerned with tactical (short-term) operational problems and decision-making are :

(A) Middle Managers

(B) Supervisors

(C) Executive Managers

(D) None of the above

82. The general transformation cycle for information is :

(A) Information to data to knowledge

(B) Knowledge to data to information

(C) Data to knowledge to information

(D) Data to information to knowledge

83. To improve the performance of a business process, which of the following is most relevant ?

(A) Input

(B) Processing

(C) Control and Feedback

(D) All of the above

84. The father of Scientific Management is :

(A) Taylor

(B) Mayo

(C) Simon

(D) Fayol

85. The most common medium for computer outputs is :

(A) Screen

(B) Paper

(C) e-Mail

(D) Microfilm

86. The initial stage of the supply chain process is the ....

(A) Sourcing stage

(B) Organizing stage

(C) Planning stage

(D) Directing stage

87. The term 'supply chain management' was first coined by ....

(A) Frankel and Paulraj

(B) Peter Drucker

(C) Keith Oliver

(D) Philip Kotler

88. The purpose of supply chain management is to ....

(A) increase the production level.

(B) manage and integrate supply and demand management.

(C) enhance the quality of a product and services.

(D) provide satisfaction to the customer.

89. To become an effective, MIS department must state :

(A) Goals

(B) Objective

(C) Profits

(D) Mission

90. Data about the performance of a system is ....

(A) Marketing Data

(B) Control

(C) Feedback

(D) None of the above

91. The backbone of any organization is :

(A) Information

(B) Employee

(C) Management

(D) Capital

92. AI is the short form of :

(A) Artificial Information

(B) Artificial Intelligence

(C) Artificial Integration

(D) None of the above

93. 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

94. The basic component(s) of DSS is/are :

(A) Database

(B) Model base

(C) DSS software system

(D) All of the above

95. The starting point of MIS planning is general .... planning.

(A) objective

(B) managers

(C) business

(D) firms

96. Critical information for top management is provided by .... information system.

(A) expert

(B) executive

(C) decision

(D) managerial

97. In database handling .... reports are used by software for data.

(A) condition

(B) specific

(C) periodic

(D) demand

98. SCM stands for ....

(A) Supply Chain Method

(B) Supply Chain Management

(C) Search Chain Management

(D) None of the above

99. .... means that information must reach the recipients within the prescribe time frame.

(A) Duration

(B) Period

(C) Timeliness

(D) Time

100. The value of information is directly linked to ....

(A) its accuracy and completeness

(B) its verifiability

(C) its simplicity and security

(D) how it helps decision-makers achieve organizational goals

4. Four alternative answers are mentioned for each question as—A, B, C & D in the booklet. The candidate has to choose the most correct/appropriate answer and mark the same in the OMR Answer-Sheet as per the direction :

Example :

Question :

Q. 1 Ⓐ ⬤ Ⓒ Ⓓ
Q. 2 Ⓐ Ⓑ ⬤ Ⓓ
Q. 3 Ⓐ ⬤ Ⓒ Ⓓ

Illegible answers with cutting and over-writing or half filled circle will be cancelled.

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.

6. All answers are to be given on OMR Answer sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.

7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.

8. After the completion of the examination candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.

9. There will be no negative marking.

10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.

11. To bring and use of log-book, calculator, pager and cellular phone in examination hall is prohibited.

12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Impt. : On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is ny discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर— A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से एक सबसे सही अथवा सबसे उपयुक्त उत्तर छाँटना है। उत्तर को OMR आन्सर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 Ⓐ ⬤ Ⓒ Ⓓ
प्रश्न 2 Ⓐ Ⓑ ⬤ Ⓓ
प्रश्न 3 Ⓐ ⬤ Ⓒ Ⓓ

अपठनीय उत्तर या ऐसे उत्तर जिन्हें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।

6. सभी उत्तर केवल ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।

7. ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।

8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।

9. निगेटिव मार्किंग नहीं है।

10. कोई भी रफ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।

11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।

12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण : प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।