

Roll. No. ....

Question Booklet Number

O.M.R. Serial No.

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**B.Com. (Hons.) (SEM.-II) (NEP) EXAMINATION, 2025-26**

**(Back Paper)**

**COMMERCE**

**( Management Information System )**

**Paper Code**

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**[ CODE : BCH-202 ]**

**Question Booklet  
Series**

**D**

**Time : 1 : 30 Hours**

**Max. Marks : 75**

**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 75 questions in the OMR Answer-Sheet provided and not in the question booklet. 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.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

**(Remaining instructions on last page)**

**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 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। 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, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छॉटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

**(शेष निर्देश अन्तिम पृष्ठ पर)**

1. Office Automation Systems (OAS) help in:
  - (A) Automating routine office tasks like typing and emailing
  - (B) Manufacturing goods
  - (C) Hiring staff only
  - (D) Reducing office space
2. Which of the following is a benefit of proper office procedures?
  - (A) Ensures consistency in performing tasks
  - (B) Reduces employee motivation
  - (C) Increases errors
  - (D) Slows down workflow
3. Cross-functional flow of work in an office means:
  - (A) Tasks move between different departments for completion
  - (B) Employees only work in one area
  - (C) Documents are discarded after each step
  - (D) All work is done by the manager
4. Workflow charts are used to:
  - (A) Visually represent the sequence of tasks in a process
  - (B) Monitor employee attendance
  - (C) Price products
  - (D) Store office furniture
5. A well-structured office procedure helps in:
  - (A) Confusion and repeated mistakes
  - (B) Proper coordination and smooth operation
  - (C) Hiring fewer employees
  - (D) Eliminating workflow entirely
6. Which system ensures timely communication and exchange of information in the office?
  - (A) Communication system
  - (B) Production system
  - (C) Delivery system
  - (D) Manufacturing system
7. Proper flow of work in an office can be achieved by:
  - (A) Eliminating steps in procedures
  - (B) Clear guidelines, proper delegation and documentation
  - (C) Random allocation of tasks
  - (D) Ignoring employee feedback

8. Which system mainly produces routine, periodic reports?
- (A) MIS
  - (B) ESS
  - (C) TPS
  - (D) Expert System
9. Which of the following is used mainly by knowledge workers to create new knowledge?
- (A) KMS
  - (B) TPS
  - (C) POS
  - (D) ESS
10. An ERP system is best described as:
- (A) A standalone payroll system
  - (B) A system that integrates core business processes
  - (C) A type of email software
  - (D) A small database application
11. Which type of system focuses on strategic-level information?
- (A) TPS
  - (B) OAS
  - (C) ESS
  - (D) POS
12. Which IT application enables secure online payments in e-commerce?
- (A) Firewall
  - (B) Payment gateway
  - (C) Spreadsheet software
  - (D) Word processor
13. Which technology is commonly used to secure online transactions in e-commerce?
- (A) Bluetooth
  - (B) SSL/TLS encryption
  - (C) USB connection
  - (D) Barcode scanner
14. Shopping cart software in e-commerce is used to:
- (A) Track employee attendance
  - (B) Store customer product selections before checkout
  - (C) Manage factory production
  - (D) Design websites
15. Customer Relationship Management (CRM) systems in e-commerce help businesses to:
- (A) Process raw materials
  - (B) Manage customer interactions and purchase history
  - (C) Replace physical stores
  - (D) Increase internet speed
16. Which IT application helps track online customer behavior and website traffic?
- (A) Web analytics tools
  - (B) Antivirus software
  - (C) Operating system
  - (D) Printer driver

17. Which system is primarily associated with routine transaction processing?
- (A) Data Warehouse
  - (B) OLTP
  - (C) DSS
  - (D) Data Mart
18. A data mart is:
- (A) A small, subject-specific subset of a data warehouse
  - (B) A replacement for ETL
  - (C) A transaction processing system
  - (D) A type of antivirus software
19. Which of the following is a key characteristic of a data warehouse?
- (A) Frequently updated with daily transactions
  - (B) Optimized for complex queries and analysis
  - (C) Used mainly for data entry
  - (D) Deletes historical data regularly
20. Time-variant in data warehousing means:
- (A) Data changes every second
  - (B) Data is stored with historical time information
  - (C) Data cannot be updated
  - (D) Data is stored temporarily
21. Which tool is commonly used for multidimensional analysis in data warehouses?
- (A) OLAP
  - (B) Word processor
  - (C) Firewall
  - (D) Spreadsheet printer
22. Non-volatile in a data warehouse means:
- (A) Data is deleted after processing
  - (B) Data is constantly modified
  - (C) Data is stable and not frequently changed
  - (D) Data is unstructured
23. The main difference between OLTP and a Data Warehouse is that:
- (A) OLTP supports analysis, while data warehouse supports transactions
  - (B) OLTP handles daily transactions, while data warehouse supports analytical queries
  - (C) Both are used only for reporting
  - (D) There is no difference
24. Which of the following is a common security threat to MIS?
- (A) Data mining
  - (B) Phishing attacks
  - (C) Report generation
  - (D) Data backup

25. The main objective of Information Resources Management is to:
- (A) Reduce the number of computers in the organization
  - (B) Ensure information systems align with business goals
  - (C) Eliminate manual processes entirely
  - (D) Avoid using databases
26. Which role is typically responsible for overseeing Information Resources Management in an organization?
- (A) Chief Executive Officer (CEO)
  - (B) Human Resource Manager
  - (C) Chief Information Officer (CIO)
  - (D) Marketing Manager
27. Which of the following is a key activity in Information Resources Management?
- (A) Information security and data governance
  - (B) Office decoration planning
  - (C) Product packaging design
  - (D) Customer entertainment
28. Which system processes routine day-to-day business transactions?
- (A) DSS
  - (B) ESS
  - (C) TPS
  - (D) KMS
29. A Transaction Processing System (TPS) is mainly used at the:
- (A) Strategic level
  - (B) Tactical level
  - (C) Operational level
  - (D) Executive level
30. Which system provides summarized reports for middle managers?
- (A) MIS
  - (B) TPS
  - (C) OAS
  - (D) Expert System
31. Decision Support Systems (DSS) are primarily used for:
- (A) Routine transaction recording
  - (B) Complex problem analysis
  - (C) Payroll processing
  - (D) Email communication
32. Executive Support Systems (ESS) focus on:
- (A) Data entry
  - (B) Long-term strategic decisions
  - (C) Document formatting
  - (D) Inventory recording
33. Which system helps automate office tasks such as email and word processing?
- (A) OAS
  - (B) TPS
  - (C) MIS
  - (D) ESS

34. Office systems are primarily designed to:
- (A) Increase product manufacturing
  - (B) Organize, store, and process information efficiently
  - (C) Hire new employees
  - (D) Decorate office space
35. Which of the following is an example of an office system?
- (A) Payroll system
  - (B) Production line
  - (C) Delivery truck
  - (D) Marketing strategy
36. Office procedures refer to:
- (A) The layout of office furniture
  - (B) Step-by-step methods of performing office tasks
  - (C) Hiring staff
  - (D) Selling products
37. Standard office procedures are important because they:
- (A) Reduce errors and improve efficiency
  - (B) Replace all office staff
  - (C) Increase office space
  - (D) Reduce office communication
38. Filing and record management are part of which office system?
- (A) Communication system
  - (B) Document management system
  - (C) Inventory system
  - (D) Transportation system
39. Which of the following is a key element of office procedures?
- (A) Workflow sequence
  - (B) Product pricing
  - (C) Machine calibration
  - (D) Advertising strategy
40. Flow of work refers to:
- (A) The path followed by documents, tasks, or information from initiation to completion
  - (B) Employee attendance schedule
  - (C) Production machinery operations
  - (D) Office interior decoration
41. A well-designed flow of work ensures:
- (A) Faster completion of tasks and minimal delays
  - (B) Increased office gossip
  - (C) More paperwork errors
  - (D) Reduced communication

42. Unauthorized access to an information system is primarily prevented by:
- (A) Strong authentication and access controls
  - (B) Increasing monitor size
  - (C) Installing more printers
  - (D) Using faster processors
43. Which ethical issue arises when organizations collect personal data without users' consent?
- (A) Data normalization
  - (B) Privacy violation
  - (C) System integration
  - (D) Data compression
44. A firewall in an MIS environment is used to:
- (A) Speed up internet connection
  - (B) Protect networks from unauthorized access
  - (C) Store large amounts of data
  - (D) Analyze business trends
45. Which of the following best describes malware?
- (A) A type of hardware
  - (B) A security policy document
  - (C) Malicious software designed to harm systems
  - (D) A data backup method
46. Identity theft in information systems occurs when:
- (A) A user forgets a password
  - (B) Someone illegally obtains and uses another person's personal information
  - (C) Data is deleted accidentally
  - (D) Software is updated regularly
47. Ethical use of MIS requires organizations to:
- (A) Share all internal data publicly
  - (B) Ignore cybersecurity risks
  - (C) Protect confidential information
  - (D) Allow unlimited employee system access
48. Which of the following is an example of a social engineering attack?
- (A) Installing antivirus software
  - (B) Conducting data backup
  - (C) Tricking users into revealing passwords
  - (D) Encrypting files
49. Data encryption is primarily used to:
- (A) Increase storage space
  - (B) Convert data into unreadable form to prevent unauthorized access
  - (C) Delete old files
  - (D) Speed up processing

50. Controlling as an office management function involves:
- (A) Comparing performance with standards and correcting deviations
  - (B) Increasing employee salaries
  - (C) Installing new computers
  - (D) Expanding factory space
51. Which of the following is an element of office management related to communication?
- (A) Record keeping
  - (B) Filing systems
  - (C) Information flow within the office
  - (D) Product packaging
52. Office layout planning aims to:
- (A) Decorate office walls
  - (B) Ensure proper use of space and smooth workflow
  - (C) Increase product quality
  - (D) Improve factory output
53. Record management is important in office management because it:
- (A) Replaces employees
  - (B) Ensures proper storage and retrieval of documents
  - (C) Increases production
  - (D) Eliminates communication
54. Office equipment management includes:
- (A) Monitoring and maintaining office machines
  - (B) Designing new products
  - (C) Hiring marketing staff
  - (D) Buying factory tools
55. Coordination in office management ensures that:
- (A) Departments work independently
  - (B) All office activities are harmonized toward common goals
  - (C) Employees compete against each other
  - (D) Production is stopped
56. Budgeting in office management helps to:
- (A) Increase waste
  - (B) Control office expenses
  - (C) Hire unlimited staff
  - (D) Reduce office space
57. Which of the following best defines office management?
- (A) The process of manufacturing goods
  - (B) The administration and control of office functions to achieve organizational goals
  - (C) The sale of products to customers
  - (D) The transportation of goods

58. Which type of information system is primarily used by senior executives for strategic decision-making?
- (A) Transaction Processing System (TPS)
  - (B) Management Information System (MIS)
  - (C) Decision Support System (DSS)
  - (D) Executive Support System (ESS)
59. Which of the following is a key characteristic of a Transaction Processing System (TPS)?
- (A) Supports long-term strategic planning
  - (B) Processes routine daily business transactions
  - (C) Provides what-if analysis tools
  - (D) Focuses only on external data
60. A system that provides summarised reports based on transaction data for middle managers is called:
- (A) Expert System
  - (B) Executive Support System
  - (C) Management Information System (MIS)
  - (D) Office Automation System
61. Which information system is designed to assist in complex decision-making using data models and analytical tools?
- (A) Decision Support System (DSS)
  - (B) Transaction Processing System (TPS)
  - (C) Office Automation System (OAS)
  - (D) Knowledge Management System (KMS)
62. Which of the following is a common characteristic of Management Information Systems (MIS)?
- (A) Handles raw transaction data only
  - (B) Generates real-time operational data entry
  - (C) Produces routine, structured reports
  - (D) Replaces human decision-making completely
63. In information systems, effectiveness primarily refers to:
- (A) Minimizing system development costs
  - (B) Using the least amount of resources possible
  - (C) Achieving the intended goals and objectives
  - (D) Increasing hardware speed
64. Efficiency in an information system is best measured by:
- (A) User satisfaction levels only
  - (B) The speed and resource usage in producing outputs
  - (C) The number of employees using the system
  - (D) The attractiveness of the user interface
65. A system that produces accurate reports but takes excessive processing time is considered:
- (A) Effective but not efficient
  - (B) Efficient but not effective
  - (C) Both effective and efficient
  - (D) Neither effective nor efficient

66. An Expert System is designed to:
- (A) Replace all managers
  - (B) Store company records
  - (C) Mimic human expert decision-making
  - (D) Process sales transactions
67. Which system integrates different functional areas like finance, HR, and manufacturing?
- (A) ERP
  - (B) TPS
  - (C) DSS
  - (D) OAS
68. Knowledge Management Systems (KMS) are used to:
- (A) Process payroll
  - (B) Capture and share organizational knowledge
  - (C) Track inventory only
  - (D) Replace databases
69. Which type of system supports semi-structured decision-making?
- (A) TPS
  - (B) DSS
  - (C) OAS
  - (D) POS
70. A Point of Sale (POS) system is an example of:
- (A) DSS
  - (B) ESS
  - (C) TPS
  - (D) KMS
71. Which system provides interactive dashboards and trend analysis for executives?
- (A) TPS
  - (B) ESS
  - (C) OAS
  - (D) Expert System
72. Customer Relationship Management (CRM) systems primarily help organizations to:
- (A) Manage customer interactions
  - (B) Manage hardware inventory
  - (C) Process payroll
  - (D) Write reports
73. Supply Chain Management (SCM) systems are designed to:
- (A) Manage internal emails
  - (B) Control the flow of goods and services
  - (C) Handle word processing
  - (D) Create presentations
74. Which information system is most suitable for recording employee attendance?
- (A) TPS
  - (B) DSS
  - (C) ESS
  - (D) KMS
75. A system that helps managers compare alternative solutions using models is a:
- (A) MIS
  - (B) OAS
  - (C) DSS
  - (D) TPS

76. Electronic Data Interchange (EDI) is mainly used in e-commerce to:
- (A) Design digital advertisements
  - (B) Exchange business documents electronically between organizations
  - (C) Create social media posts
  - (D) Develop mobile games
77. Inventory management systems in e-commerce help businesses to:
- (A) Track stock levels in real time
  - (B) Increase website color quality
  - (C) Replace customer service staff
  - (D) Block online payments
78. Which IT application allows businesses to send automated promotional emails to customers?
- (A) Email marketing software
  - (B) Database hardware
  - (C) Barcode scanner
  - (D) Operating system
79. A chatbot on an e-commerce website is primarily used to:
- (A) Monitor employee productivity
  - (B) Provide automated customer support
  - (C) Encrypt databases
  - (D) Design product packaging
80. Mobile commerce (m-commerce) refers to:
- (A) Selling products only in physical stores
  - (B) Buying and selling goods through mobile devices
  - (C) Manufacturing mobile phones
  - (D) Using desktop computers for online shopping
81. A data warehouse is primarily designed to:
- (A) Process daily transactions
  - (B) Store current operational data only
  - (C) Support decision-making and analysis
  - (D) Replace all databases
82. Which of the following best describes a data warehouse?
- (A) Subject-oriented, integrated, time-variant, and non-volatile
  - (B) Temporary and unstructured
  - (C) Used only for payroll processing
  - (D) Designed for real-time transaction entry
83. The process of extracting, transforming, and loading data into a data warehouse is called:
- (A) OLTP
  - (B) ETL
  - (C) ERP
  - (D) CRM

84. Which of the following is an indicator of system effectiveness?
- (A) Reduced operational costs
  - (B) Fast data processing speed
  - (C) Improved decision-making quality
  - (D) Low energy consumption
85. Which scenario best demonstrates both effectiveness and efficiency in an information system?
- (A) The system generates complex reports that managers cannot understand
  - (B) The system quickly processes data but produces inaccurate results
  - (C) The system meets business goals while minimizing time and resource usage
  - (D) The system is inexpensive but rarely used
86. An information system is best defined as:
- (A) A computer used to type documents
  - (B) A set of components that collect, process, store, and distribute information
  - (C) Software used only for accounting
  - (D) A database management tool
87. Which of the following is NOT a basic component of an information system?
- (A) Hardware
  - (B) Software
  - (C) Data
  - (D) Weather conditions
88. The primary purpose of an information system in an organization is to:
- (A) Replace all employees
  - (B) Store as much data as possible
  - (C) Support operations, decision-making, and strategic planning
  - (D) Eliminate paperwork completely
89. Which process converts raw data into meaningful information?
- (A) Input
  - (B) Processing
  - (C) Storage
  - (D) Feedback
90. In the information systems model, feedback is used to:
- (A) Enter raw data into the system
  - (B) Distribute reports to managers
  - (C) Control and adjust system performance
  - (D) Delete outdated files
91. Information Resources Management (IRM) primarily focuses on:
- (A) Managing only computer hardware
  - (B) Controlling employee attendance
  - (C) Managing information as a strategic organizational resource
  - (D) Designing company logos
92. Which of the following is considered an information resource?
- (A) Data
  - (B) Software
  - (C) IT personnel
  - (D) All of the above

93. Which ethical principle ensures that users are held responsible for their actions in an MIS?
- (A) Scalability
  - (B) Accountability
  - (C) Data redundancy
  - (D) Automation
94. Office management is primarily concerned with:
- (A) Manufacturing products
  - (B) Organizing and coordinating office activities
  - (C) Selling goods directly
  - (D) Transporting raw materials
95. The main objective of office management is to:
- (A) Maximize factory output
  - (B) Ensure efficient and effective office operations
  - (C) Reduce product prices
  - (D) Increase advertising expenses
96. Which of the following is a key element of office management?
- (A) Production scheduling
  - (B) Office layout planning
  - (C) Raw material extraction
  - (D) Machine engineering
97. Planning in office management involves:
- (A) Hiring factory workers
  - (B) Setting goals and determining how to achieve them
  - (C) Manufacturing goods
  - (D) Transporting finished products
98. Organizing as an element of office management refers to:
- (A) Repairing office equipment
  - (B) Assigning tasks and arranging resources
  - (C) Marketing products
  - (D) Shipping goods
99. Staffing in office management includes:
- (A) Designing office buildings
  - (B) Recruiting and training office employees
  - (C) Buying raw materials
  - (D) Advertising products
100. Directing in office management means:
- (A) Storing documents
  - (B) Guiding and supervising employees
  - (C) Repairing office machines
  - (D) Purchasing office supplies

**Rough Work / रफ कार्य**

**Example :**

**Question :**

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

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 & 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.

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

**उदाहरण :**

**प्रश्न :**

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० 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. ओ०एम०आर० 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 में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, 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 प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।