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Bachelors of Business Administration (Distance)

Home Assignment – IIIrd year – Semester V

Marks : 80

Management Information System

Code : 71514

Note :

- * The Paper consists of two sections I & II
- * Attempt any 4 questions from Section I
- * Questions from Section I carry equal marks
- * Section II is Compulsory

Section- I

Q.1 a) Define MIS. Distinguish between data and Information. (15)

OR

Q.1 b) Describe the important qualities of useful information.

Q.2.a) Define system. Describe the characteristics of a system. (15)

OR

Q.2 b) Explain the concepts of negative feedback and entropy.

Q.3 a) Explain the spiral of knowledge conversion with an example. (15)

OR

Q.3 b) Describe the Herbert Simon model of decision making.

Q.4. Write short notes (Any 3) (15)

- (1) Tactical Information
- (2) Open and Closed Systems
- (3) Structured Decisions
- (4) Overview of CRM System
- (5) Operational Information

Section- II

(20)

Q.5. Choose the correct option.

1. _____ is defined as a collection of facts.

- a) Information b) Data c) System d) None of these

2. One of the roles of a manager is _____

- a) Inspirational b) Instructional c) Informational

3. _____ information is used by top level managers.

- a) Strategic b) Relevant c) Tactical d) Operational

4. In _____ system, the outcomes can be predicted fairly accurately.

- a) Open b) Closed c) Natural d) Deterministic

5. For data to be qualified as information, it needs to be _____

- a) Meaningful b) Relevant c) Useful d) All of these

6. _____ level managers require tactical information.
a) Top b) Middle c) Lower d) None of these
7. ERP stands for _____
a) Enterprise Resource Planning b) Efficient Resource Planning
c) Electronic Resource Planning d) None of these
8. CRM systems are mainly used by _____ department.
a) HR b) R & D c) Marketing d) Quality Control
9. The solar system is an example of _____ system.
a) Manmade b) Natural c) Abstract d) None of these
10. Structured decisions have _____ uncertainty.
a) low b) high c) medium d) None of these
11. Operational information is used by _____ managers.
a) Top b) Supervisory c) Middle d) None of these
12. DSS are used for _____
a) Decision Support b) Data Supervision c) Defect Scanning d) None of these
13. Rubenstein- Herbertson model of decision making contains _____ phases.
a) 3 b) 8 c) 5 d) 1
14. _____ decisions consist of maximum uncertainty.
a) Structured b) Semi- structured c) Unstructured
15. _____ is necessary for making decisions.
a) Information b) Instruction c) Introduction d) None
16. _____ needs to be converted into information for making if useful and actionable.
a) Decision b) System c) data d) ERP
17. System consists of _____ elements.
a) Independent b) Interrelated c) Interesting d) None
18. Customers belong to the _____ environment of a company.
a) External b) Internal c) Both d) None
19. _____ - decisions are made by middle level managers.
a) Unstructured b) Semi- structured c) Structured d) None of these
20. Democratic government is an example of _____ system.
a) Closed b) SCM c) Open d) None of these