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FINAL EXAMINATION

COURSE NAME	:	MANAGEMENT INFORMATION SYSTEM
COURSE CODE	:	DHR1083
EXAMINATION	:	JUNE 2024
DURATION	:	3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **TWO (2)** parts :   PART A (40 Marks)

     PART B (60 Marks)

2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.

3. Please check to make sure that this examination pack consist of:
    i. The Question Paper
    ii. An Objective Answer Paper
    iii. An Answering Booklet

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of __13__ printed pages including front page

PART A   **2**

This part consist of **TWENTY (20)** questions.

Answer ALL in **Objective Answer Paper.**

1) Information technology help organization to improve more. Which of the option below are influenced by information technology?

        i.   Structure

        ii.   Politics

        iii.   Culture

        iv.   Environment

A. I and II

B. I and III

C. II, III and IV

D. All of the above

2) _____ is a formal social structure that processes resources from environment to produce outputs.

A. Supplier

B. Consumer

C. Community

D. Organization

3) Four generic strategies for dealing with competitive forces, enabled by using IT include:

        i.   Low-cost leadership

        ii.   Product Differentiation

        iii.   Consumer view

        iv.   Product satisfaction

A. I and II

B. I and III

C. II, III and IV

D. All of the above

4) "IT lower market transaction costs for firm, making it worthwhile for firms to transact with other firms rather than grow the number of employees." From the statement above, what is the most correct theory to describe it?

A. Agency theory

B. Product theory

C. Transaction cost theory

D. Economic impacts theory

5) _____ highlights activities where competitive strategies can be best applied.

A. Rivalry

B. Value chain

C. Bargaining power

D. Competitive forces

6) Network-based strategies will take advantage of firm's abilities to network with each other **EXCEPT** :

A. Agency theory

B. Network economics

C. Business ecosystems

D. Virtual company model

7) Which of the option below are parts of the five moral dimensions of the information age :

      i.   Core compentency

      ii.   Accountability and control

      iii.   Property rights and obligation

      iv.   Quality of life

A. I and II

B. II and III

C. II, III and IV

D. All of the above

8) Basic concepts for ethical analysis include:

A. liability

B. availbility

C. security

D. confidentiality

9) Which of the following is one of the five-step ethical analysis?

A. Information density

B. Information asymmetry

C. Identify stakeholders

D. Interactivity

10) Which of the following is **NOT** internet challenges to privacy?

A. Cookies

B. Spyware

C. Web beacons

D. Operating system

11) What technical solutions can be use to help improve privacy?

      i.   E-mail encryption

      ii.   Anonymity tools

      iii.   Anti-spyware tools

      iv.   Private browsing

A I and III

B I, II and III

C I, III and IV

D All of the above

12)_____ makes it illegal to circumvent technology-based protections of copyrighted materials.

A. Copyright exhibition

B. Reselling copy of physical material

C. Postal service of digital and physical media

D. Digital Millenium Copyright Act (DMCA)

13) _____ is **NOT** a health risks for using too much computer

A. Technostress.

B. Repetitive stress injury (RSI)

C. Computer vision syndrome (CVS)

D. Computer-Aided Software Addiction

14) DBMS stands for:

A. Data Business Multiple System.

B. Dual Business Management System.

C. Database Management System.

D. Datbse Business Multiple System.

15) _____ is a massive sets of unstructured/semi-structured data from Web traffic, social media, sensors and so on in the form of petabytes and exabytes of data .
   A. Big data
   B. Web page
   C. Web design
   D. Data dump

16) In the order from least to most risky, the four kind of structural organizational change enabled by IT are:
   A. automation, redesigning, restructuring, and paradigm shift.
   B. rationalization, automation, reengineering, and redesigning
   C. automation, rationalization, redesigning, and paradigm shift
   D. rationalization, automation, reengineering, and paradigm shift.

17) What is the formula for finding the total of numbers?
   A. =SUM (SUM OF NUMBERS)
   B. =SUM (NUMBER1:NUMBER N)
   C. =TOTAL(VALUE1, VALUE2, VALUE3...)
   D. =TOTAL (NUMBER1 + NUMBER 2 + NUMBER 3....)

18) What is the extension of saved file in MS Excel
   A. .xls
   B. .xks
   C. .xos
   D. .xbs

19) What are the components mainly used in Microsoft Access?

    i.   Table

    ii.   Form

    iii.   Switchboard

    iv.   Query

A. I and II

B. I, II and III

C. ii, iii and iV

D. All of the above

20) _____ is required before creating form that consists of multiple table

A. Query

B. Table

C. Switchboard

D. Relationship

[40 MARKS]

PART B

This part consist of **FOUR (4)** questions.

Answer ALL questions

QUESTION 1

a) List **six (6)** of the most important e-commerce business models.

(6 marks)

b) List **three (3)** major types of e-commerce and give 1 example of each.

(6 marks)

c) Desribe four types of applications that are especially well-suited for m-commerce.

(4 marks)

QUESTION 2

a) List four (4) management value chain stages.

(4 marks)

b) Explain virtual reality systems in knowledge work systems.

(2 marks)

c) Explain three (3) major types of knowledge management systems.

(6 marks)

QUESTION 3

The following questions refer to this spreadsheet:

	A	B	C	D	E	F	G	H
1								
2								
3			HBH AUTO GARAGE SDN .BHD					
4			PRODUCT PRICE LIST					
5								
6								
7	NO	DATE	PRODUCT	NET	DISCOUNT 5%	QUANTITY	REVENEU	
8	001	1-May-16	Disc Bearing	RM40.00		10		
9	002	16-May-16	Spark Plug	RM50.00		20		
10	003	9-Sep-16	Distributor	RM120.00		12		
11	004	27-Sep-16	Radiator	RM180.00		10		
12	005	7-Nov-16	Oil Drain Plug	RM90.00		15		
13			TOTAL					
14			MAX					
15			MIN					
16			AVERAGE					
17								

a) Write the function and value for Total Sales in CELL D13.   (4 marks)

b) Write the function and value for highest quantity in CELL F14.   (4 marks)

c) Write the function and value for discount in CELL E9.   (5 marks)

QUESTION 4

Given below is an example of relationship. Based on the relationship given, answer the following questions.

Maklumat Kewangan
Student ID
Baki Yuran
Student PA

Maklumat Pengajian
Student ID
Semester semasa
Halang Peperiksaan
Subjek Semasa 1
Subjek Semasa 2

Maklumat Student
Student ID
Student Name
Student Phone
Semester Semasa

Maklumat Student Peribadi
Student ID
Student Email
Student Alamat
Student Tarikh Lahir
Student Tamat Pengajian

a) Create the **MAKLUMAT STUDENT** table using the picture below.

(6 marks)

FIELD NAME	DATA TYPE	PRIMARY KEY? (Yes/ No)

b) What is cause for the error "One or more of the tables isn't related to the others" and how to solve the issue?
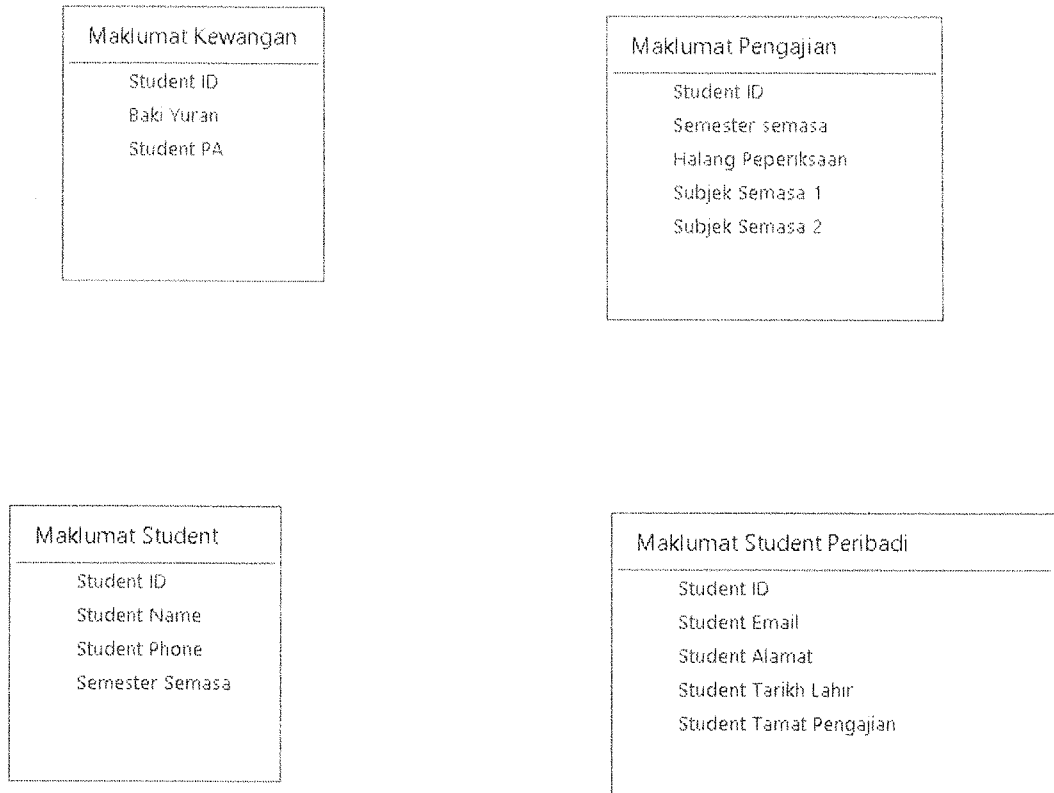
(2 Marks)

c) Display the Student ID, Student Name, Student Phone and Semester semasa in ascending order using Student ID as the main column.

(4 marks)

Field:				
Table:				
Sort:				
Show:	/	/	/	/
Criteria:				
Or:				

d) Draw the relationship line and show which field name on the table should be primary key by drawing the key symbol.

(7 Marks)

Maklumat Kewangan
Student ID
Baki Yuran
Student PA

Maklumat Pengajian
Student ID
Semester semasa
Halang Peperiksaan
Subjek Semasa 1
Subjek Semasa 2

Maklumat Student
Student ID
Student Name
Student Phone
Semester Semasa

Maklumat Student Peribadi
Student ID
Student Email
Student Alamat
Student Tarikh Lahir
Student Tamat Pengajian

[60 MARKS]

END OF QUESTION PAPER