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FINAL EXAMINATION

COURSE NAME	:	MANAGEMENT INFORMATION SYSTEM
COURSE CODE	:	DHR1083
EXAMINATION	:	JANUARY 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

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This examination paper consists of 11 printed pages including front page

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PART A

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

Answer ALL in **Objective Answer Paper.**

1) The interaction between information technology and organizations is influenced by:

   A. solely by the decision making of middle and senior managers.

   B. by the development of new information technologies.

   C. by many factors, including structure, politics, culture, and environment.

   D. by two main macroeconomic forces: capital and labor.

2) Which of the following statements about organizations is not true?

   A. An organization is a stable, formal social structure that takes resources from the environment and processes them to produce outputs.

   B. An organization is a formal, legal entity with internal rules and procedures that must abide by laws.

   C. An organization is a collection of people and other social elements.

   D. An informal group can be considered to be an organization.

3) According to the _____ definition of organizations, an organization is seen as a means by which capital and labor are transformed by the organization into outputs to the environment.

   A. microeconomic

   B. macroeconomic

   C. sociotechnical

   D. behavioral

4) Which of the following is an example of a divisionalized bureaucracy?

A. Startup firm

B. University

C. Fortune 500 firm

D. Midsize manufacturer

5) All of the following are competitive forces in Porter's model except:

A. Suppliers

B. New market entrants

C. Distruptive technologies

D. Substitute products

6) Which of the following is not one of the unique features of e-commerce technology

A. Information density

B. Information asymmetry

C. Richness

D. Interactivity

7) The quality of ubiquity, as it relates to e-commerce, is illustrated by:

A. the same set of standards being used across the globe.

B. plentiful, cheap information.

C. the enabling of commerce worldwide.

D. the availability of Internet technology everywhere and anytime.

8) The marketplace extended beyond traditional boundaries and removed from a
    temporal and geographic location is called a(n):
    A. virtual community
    B. marketspace
    C. online marketplace
    D. e-hub

9) Information density refers to:
    A. The complexity and content of a message.
    B. The total amount and quantity of information delivered to consumers by
        merchants.
    C. The total amount and quantity of information available to all market
        participants.
    D. The amount of information available to reduce price transparency.

10) Consumers selling goods and services electronically to other consumers best
    describes:
    A. Disintermediation
    B. C2C electronic commerce
    C. M-commerce
    D. B2C electronic commerce

11) _____ is the process of set of business processes developed in
    an organization to create, store, transfer, and apply knowledge
    A. Financial management
    B. Knowledge management
    C. Human resource management
    D. Management information system

12) Which of the following statements best describes the relationship between collaboration and knowledge management?

A. Without knowledge, collaboration is difficult.

B. Knowledge doesn't exist without collaboration.

C. Knowledge is useful only when shared with others.

D. As knowledge increases, so does collaboration.

13) The flow of events or transactions captured by an organization's system describes

A. information

B. data

C. wisdom

D. knowledge

14) Which of the following is not step in business process management?

A. Analyze existing processes

B. Design the new process

C. Implement the new process

D. Create models of improved processes

15) The four kinds of structural organizational change enabled by IT, in order from least to most risky, 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.

16) _____ is a process of creating workable systems in a very

short period of time

A. Prototype

B. Agile Development

C. Rapid Application Development (RAD)

D. Computer-Aided Software Engineering

17) Which symbol shows an absolute reference?

A. #

B. $

C. &

D. !

18) What is an Excel cell ?

A. Column

B. Row

C. An intersection of a column and row

D. No answer

19) What is the formula for finding the average of numbers?

A. =AVERAGE (SUM OF NUMBERS)

B. =AVERAGE (NUMBER1:NUMBER N)

C. =AVG (VALUE1, VALUE2, VALUE3...)

D. =AVERAGE (NUMBER1 + NUMBER 2 + NUMBER 3....)

20) Which one is not a function in Microsoft Excel?

    A. SUM

    B. AVG

    C. MAX

    D. MIN

[40 MARKS]

PART B

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

Answer ALL questions

QUESTION 1

a) All organizations have a structure or shape. List **five (5)** basic kinds of
    organizational structure.   (5 marks)

b) What is meant by disruptive technologies? Give **two (2)** example.
                                                                   (5 marks)

c) Give the differences between business processes and business firm?
                                                                   (2 marks)

QUESTION 2

a) List **eight (8)** unique features of Internet and Web as commercial medium.
                                                                   (8 marks)

b) What are **three (3)** major types of e-commerce? Give **one (1)** example of each.
                                                                   (6 marks)

QUESTION 3

The following questions refer to this spreadsheet:

	A	B	C	D	E	F	G	H
1								
2								
3		**TOTAL SALES BY SALESMAN/MONTH**						
4								
5			**ALI**	**LEE**	**ALICE**	**PETER**	**Highest Sales**	
6		September	2,000.00	RM1,000.00	RM500.00	RM1,200.00		
7		October	2,250.50	RM1,050.00	RM400.00	RM280.00		
8		November	700.00	RM600.50	RM800.00	RM600.00		
9		December	800.00	RM950.00	RM550.50	RM800.60		
10								
11		Total Sales						
12		Average Sales						
13		Commission Rate	6%					
14		Commission						
15								

a) Write the function and value for Highest Sales in CELL G8.   (4 marks)

b) Write the function and value for Total Sales in CELL F11.   (4 marks)

c) Write the function and value for Commision in CELL D14.   (4 marks)

QUESTION 4

Given below is an example of data kept in table **CUSTOMER**. Based on the table given, answer the following questions.

CUSTOMER Table

Cus_ID	Cus_Name	Street	City	State	Postal Code	Balance	Amount Paid	SalesRep Num
AM23	Amy's Store	223 Johnson	Oxford	TN	37021	195.00	1695.00	44
BF34	Barbara's Fashion	1939 Jackson	Lowton	TN	37084	150.00	0.00	51
CM09	Casual by Marie	3140 Houston	Ashton	VA	20123	295.00	1080.00	51
FN19	Fitness Counts	675 Main	Oxford	TN	37021	345.00	19950.00	51
TT21	Tan and Tone	1939 Congress	Ashton	VA	20123	160.00	725.00	44

a) Create the CUSTOMER table using the structure below.   (9 marks)

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

b) Display the Cus_ID, Cus_Name, Amount Paid, Sales Rep Num fields for all customers where the Sales Rep Num is 49.   (4 marks)

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

c) Display the Cus_ID, Cus_Name, Amount Paid fields for all customers where Amount Paid is greater than 1000.00.   (4 marks)

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

d) Display the Cus_ID, City and Sales Rep for all customers where the (City is Oxford) or (SalesRep Num is 51).   (5 marks)

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

[60 MARKS]

END OF QUESTION PAPER