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FINAL EXAMINATION

COURSE NAME	:	MANAGEMENT INFORMATION SYSTEM
COURSE CODE	:	DHR1083
EXAMINATION	:	JUNE 2023
DURATION	:	2 HOURS 30 MINUTE

INSTRUCTION TO CANDIDATES

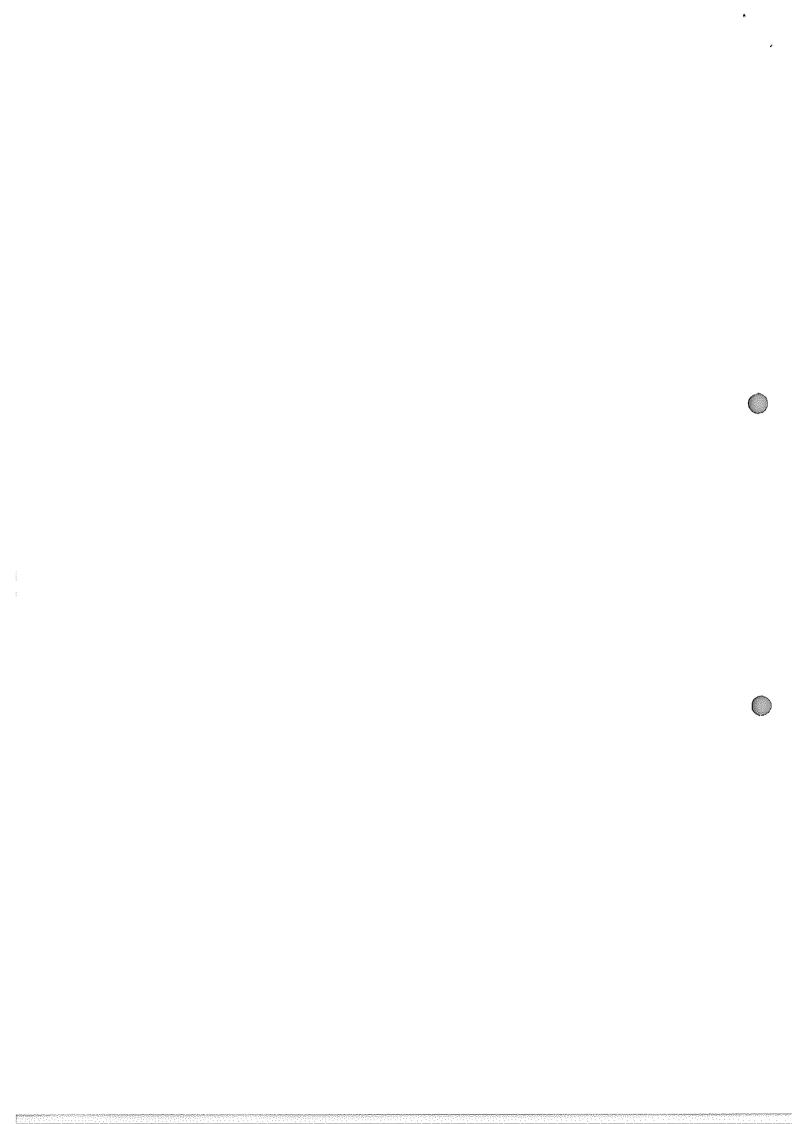1.   This question paper consists of **TWO (2)** parts :   PART A (40 Marks)

       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 **9** printed pages including front page*

PART A

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

Answer ALL in Objective Answer Paper.

1. Through what channel did e-commerce first evolve?

    A Internet portals

    B Online book sales

    C Online advertising sales

    D Internet service providers

2. Which of the following is *not* a recent development in e-commerce?

    A Wireless Internet connections grow rapidly.

    B Online entertainment business model's surge.

    C Social networking sites become a new platform for e-commerce.

    D The music recording industry is disrupted as music creation and distribution becomes decentralized.

3. Which of the following is not a recent development in e-commerce?

    A Use of blogs as a commercial medium

    B Growth of wireless Internet connections

    C Exponential growth of e-commerce retail sales

    D Online, interactive models for newspapers and other traditional media

4. Which new development is helping expand B2B e-commerce opportunities?

    A Blogs

    B Podcasting

    C NET and Web services

    D Dropping of computing and networking component prices

5. 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 rationalization, automation, reengineering, and paradigm shift.

    D automation, rationalization, redesigning, and paradigm shift.

6. In automation:

    A more manual steps are required.

    B the nature of the business is rethought.

    C employees are enabled to perform their tasks more efficiently.

    D business processes are reorganized to cut waste and eliminate repetitive, paper-intensive tasks.

7. Which of the following is more powerful than rationalization of procedures?

    A TQM

    B Six sigma

    C Automation

    D Business process redesign

8. Fuzzy logic is a type of

    A data mining.

    B neural network.

    C intelligent technique.

    D business intelligence

9. Which system encourages employee to give new idea and share his business experience within the organization?

    A Expert system
    B Office automation system
    C Knowledge management system
    D Decision support system

10. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:

    A knowledge assets
    B organizational memory
    C organizational learnings
    D knowledge management

11. Expertise and experience of organizational members that has not been formally documented is known as:

    A tacit knowledge
    B knowledge sharing
    C organizational learning
    D organizational memory

12. The stored learning from an organization's history that can be used for decision-making and other purposes best describes:

    A best practices
    B knowledge warehouse
    C organizational learning
    D organizational memory

13. Interactive graphics software and hardware that create computer-generated simulations which provide sensations that emulate real world-activities describes:

    A VRML

    B Generic algorithms

    C Fuzzy neural networks

    D Virtual reality systems

14. _____appear at the bottom of the Excel window.

    A Title bar

    B Name box

    C Formula bar

    D Work sheet tabs

15. What are the basic rectangular building blocks of a spreadsheet?

    A Cells

    B Zoom slider

    C Help button

    D All of these

16. Excel is a program that is used to prepare a

    A Database

    B Spreadsheet

    C Text document

    D Slide presentation

17. A formula in Excel always begins with an _____

    A colon

    B space

    C comma

    D equal sign

18. What is the extension of saved file in MS Excel

    A .xls

    B .xks

    C .xos

    D .xbs

19. #VALUE! Refers to _____

    A font value

    B error in value

    C addition of value

    D subscript of the number value

20. Which of the following function used to adds the values in the function argument?

    A ADD

    B SUM

    C TOTAL

    D LIST

[40 MARKS]

PART B

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

Answer ALL questions in Answering Booklet.

QUESTION 1

a. What are the unique features of e-commerce, digital markets, and digital goods?

(6 marks)

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

(6 marks)

c. Describe one (1) type of applications that are especially well-suited for m-commerce.

(3 marks)

QUESTION 2

a. What is the role of knowledge management and knowledge management programs in business?

(6 marks)

b. List four (4) Knowledge management value chain stages.

(4 marks)

QUESTION 3

a. List 5 steps in Business process management (BPM).

(5 marks)

b. What are the one (1) advantage and one (1) disadvantage of prototyping?

(4 marks)

c. List and describe at least three (3) factors considered in the design specifications for a new system.

(6 marks)

QUESTION 4

	A	B	C	D	E	F	G	H
1					AVERAGE PRICE FOR EXISTING HOMES			
2								
3	YEAR	JOHOR BAHRU	KULAI	PONTIAN	BATU PAHAT	SEGAMAT	TOTAL PRICE	PROJECTED % INCREASE
4	2019	230000	190000	175000	180000	190000		
5	2020	250000	220000	190000	190000	210000		
6	2021	290000	240000	220000	220000	225000		
7	2022	330000	270000	240000	250000	245000		
8	PROJECTED AVERAGE							
9								

a. Write the formula to calculate the average for Johor Bahru and value in cell B8.

(4 marks)

b. Write the formula to calculate total price for year 2021 and value in cell G6.

(4 marks)

c. Write the formula to find the smallest and largest number in cells D4, D5, D6 and D7.

(4 marks)

d. If the content of cell C5 is changed to 22, write the formula and values
   calculated in cell G5 and C8

(8 marks)

[60 MARKS]

END OF QUESTION PAPER