Ministry of Manpower
Nizwa College of Technology
Business Studies Department

Course code: **BAEB4200**
Course Title: Management Information Systems

**Final Examination**

Date: 12th April, 2016  
Day: Tuesday  
Time: **2:00 hours**  
Marks: **50**

**Student Details:**

Name ............................................................... ID ..........................

For office use only:

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Assessed by ...........................................  
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Date ...........................................  
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Section-A

MULTIPLE CHOICE QUESTIONS. (5x1= 05 Marks)
Please darken [ ] the box of most appropriate answer.

1. Which type of software dominates the supply chain management environment?
   a. Transaction processing
   b. E-Collaboration
   c. Front Office Systems
   d. Enterprise Resource Planning (ERP)

2. Generating alternative initial designs would most likely be done during which phase?
   a. Design
   b. Intelligence
   c. Implementation
   d. Choice

3. The difference between front and back office systems is
   a. Front office systems are external systems, back office systems are internal
   b. Front office systems are web based, back office systems are built on database systems
   c. Front office systems process information at the beginning of a customer’s transaction, back
      office systems process information at the end of a customer’s transaction.
   d. Front office systems focus on getting the sales, back office systems focus on follow up

4. A company’s decision to diversify into new products and markets is an example of a
   a. Structured decision
   b. Non structured decision
   c. Recurring decision
   d. Individual decision
5. Management information systems usually
   a. Serves managers interested in weekly, monthly and yearly results. [ ]
   b. Provides managers with general computing and telecommunication. [ ]
   c. Help managers take decisions that are unique and not easily specified. [ ]
   d. Perform and record the daily routine transactions [ ]

Section-B

TRUE OR FALSE QUESTIONS. (5x1=05 Marks)
Please darken [ ] the correct answer box.

1. One of the ways to understand costs and income sources is to examine the value chain of a business. [TRUE] [FALSE]

2. Most information systems avoid using graphical user interfaces. [TRUE] [FALSE]

3. Knowledge is information that is contextual, relevant and actionable. [TRUE] [FALSE]

4. An application software is a machine readable representation of what a hardware process is supposed to do. [TRUE] [FALSE]

5. The most common Personal Digital Assistance (PDA) is a smart phone. [TRUE] [FALSE]

Section-C

SHORT ANSWER TYPE QUESTIONS. (4x2.5=10 Marks)

1. Information exhibits quality only if it is relevant and useful. Explain what characteristics of information are important if information is for self-use. (2.5 Marks)

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2. How does information technology help you in your career? Give at least 5 appropriate reasons (2.5 marks)
3. What are the competitive advantages and challenges of implementing an Integrated Collaborative Environment (ICE)?

(2.5 Marks)
4. What is Business intelligence and how is it created? (2.5 Marks)
Section-D

DESCRIPTIVE AND ANALYTICAL QUESTION. (4x7.5=30 Marks)

1. With the help of suitable examples, describe the ways (at least 6 reasonable ways) in which internet can enable MIS functionality. (7.5 Marks)
2. In relation to MIS, describe each of the following applications and evaluate their benefits.

   (3.5+4=7.5 Marks)

   a. Supply Chain Management System

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b. Database Management System
3. For the following business situation, briefly **describe** and **justify** the most suitable system that could be implemented: 

(3.5+4=7.5 Marks)

a. A company wants to provide expert help to its technicians when diagnosing and repairing faults in complex electronic control systems, without having to commission and wait for the human expert to attend each time.

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4. You are a consultant who has been engaged to advise an organization on the development of an MIS strategy. Discuss with the organization the **effectiveness** of Porter’s Competitive Forces Model and his Value Chain Analysis process. (7.5 marks)
With Best Wishes