

# CENTRAL UNIVERSITY

END-OF-SECOND SEMESTER EXAMINATIONS

2018/2019



DEPARTMENT OF MANAGEMENT AND PUBLIC ADMINISTRATION

**CBFW 206: MANAGEMENT INFORMATION FOR BUSINESS**

3 CREDITS

LEVEL 200

DURATION : 2.5 HOURS

MAY, 2019

## **INSTRUCTIONS:**

**This examination has three (3) sections**

**Section A and B are compulsory**

**Answer ONLY ONE (1) question from Section C**

**Write all your answers in the question booklet**

---

**Instructors:**

*Kems Ohene Adu-Gyan*

*Dr. Anna Ewusie-Mensah*

## SECTION A

### INSTRUCTIONS:

**Two (2) marks for each correct answer. Choosing two (2) answers on a question nullifies the marks for that particular question.**

Alternative-choice' type questions, i.e. TRUE [ ] FALSE [ ]. Choose the correct alternative answer by writing a cross [X] in the space corresponding to your answer.

1. The value of information is directly linked to how it helps decision makers achieve their organization's goals. TRUE [ ] FALSE [ ]
  
2. A database is a/an organized collections of facts. TRUE [ ] FALSE [ ]
  
3. A hardware is a set of computer programs. TRUE [ ] FALSE [ ]
  
4. A software is a computer equipment. TRUE [ ] FALSE [ ]
  
5. Telecommunications are electronic transmissions of signals for communication purposes.  
TRUE [ ] FALSE [ ]
  
6. Procedures are strategies, policies, methods, and rules for using a computer-based information systems (CBIS). TRUE [ ] FALSE [ ]
  
7. M-Commerce is any business transaction executed electronically.  
TRUE [ ] FALSE [ ]
  
8. E-Commerce is any transactions conducted anywhere, anytime. TRUE [ ] FALSE [ ]
  
9. M-Commerce relies on wireless communications. TRUE [ ] FALSE [ ]
  
10. A transaction is a business related exchange and evidence of a business event.  
a. TRUE [ ] FALSE [ ]

11. Transaction Processing System (TPS) is a set of integrated programs for managing the entire business operations. TRUE [ ] FALSE [ ]
12. A decision support system (DSS) is a system used to provide routine information to managers and decision makers. TRUE [ ] FALSE [ ]
13. A management information system is a system used to support problem-specific decision making. TRUE [ ] FALSE [ ]
14. Network software translates a hostname into its corresponding Internet Protocol (IP) address. TRUE [ ] FALSE [ ]
15. TCP, which stands for Transmission Control Protocol, is a software which deals with the routing of packets through the maze of interconnected networks to their final destination. TRUE [ ] FALSE [ ]
16. To improve the efficiency of transferring information over a shared communication line, messages are divided into fixed-sized, numbered packets. TRUE [ ] FALSE [ ]
17. An Internet service provider (ISP) is a company that owns the Internet and decides which other companies or individuals should access the Internet. TRUE [ ] FALSE [ ]
18. Large-area network (LAN) is a network that connects two or more local-area networks over a potentially large geographic distance. TRUE [ ] FALSE [ ]
19. The Internet, as we know it today, is essentially the ultimate wide-area network, spanning the entire globe. TRUE [ ] FALSE [ ]
20. Wide-area network (WAN) is a network that connects a relatively small number of machines in a relatively close geographical area. TRUE [ ] FALSE [ ]
21. Computer network is a collection of computing devices that are connected in various ways in order to communicate and share resources. TRUE [ ] FALSE [ ]

22. There is no interdependence between an organization's ability to use information technology and ability to implement organizational strategies and achieve organization's goals. TRUE [ ] FALSE [ ]
23. Information systems in business today have enabled organizations attain operational excellence, new products, services, and business models as well as customer and supplier intimacy. TRUE [ ] FALSE [ ]
24. Investing in information technology does not guarantee good returns. TRUE [ ] FALSE [ ]
25. Firms supporting technology investments with investment in complementary assets receive inferior returns. TRUE [ ] FALSE [ ]

## SECTION B

**'Multiple-choice' type questions. Choose the alternative letter (A, B, C, D or E) that is the most correct answer to the corresponding question.**

**1. Management information systems (MIS)**

- A. create and share documents that support day-today office activities
- B. process business transactions (e.g., time cards, payments, orders, etc.)
- C. capture and reproduce the knowledge of an expert problem solver
- D. use the transaction data to produce information needed by managers to run the business
- E. none of the above

**2. The person who ensures that systems are developed on time, within budget, and with acceptable quality is a**

- A. systems designer
- B. project manager
- C. systems owner
- D. external system user
- E. systems builder

**3. Which one of the following is not a business driver for an information system?**

- A. business process redesign
- B. knowledge asset management
- C. proliferation of networks and the Internet
- D. security and privacy
- E. collaboration and partnership

**4. If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an**

- A. CRM
- B. intranet
- C. ERP
- D. extranet
- E. none of the above

**5. Which of the following is not a technology driver for an information system?**

- A. enterprise applications
- B. object technologies
- C. knowledge asset management
- D. collaborative technologies
- E. networks and the Internet

**6. Decision makers who are concerned with tactical (short-term) operational problems and decision making are**

- A. middle managers
- B. executive managers
- C. supervisors
- D. mobile managers
- E. none of the above

**7. The application of information to scan an organisation's environment is:**

- A. external communication.
- B. information overload.
- C. sensing.
- D. internal communication.
- E. none of the above.

**8. When a bank uses information to launch a personalised credit card product this:**

- A. manages risks.
- B. creates a new opportunity.
- C. adds value.
- D. reduces costs.
- E. none of the above.

**9. When a bank uses business performance management software to monitor its performance in different regions this:**

- A. reduces costs.
- B. manages risks.
- C. adds value.
- D. creates a new opportunity.
- E. none of the above.

**10. When a bank offers web self-service for customers to answer their questions, the primary outcome is:**

- A. adds value.
- B. manages risks.
- C. reduces costs.
- D. creates a new opportunity.
- E. none of the above.

**11. The general transformation cycle for information is:**

- A. information to data to knowledge.
- B. knowledge to data to information.
- C. data to knowledge to information.
- D. data to information to knowledge.
- E. none of the above.

**12. The most important attribute of information quality that a manager requires is:**

- A. relevance.
- B. media.
- C. presentation.
- D. timeliness.
- E. none of the above.

**13. To improve the performance of a business process, which of the following is most relevant?**

- A. Input.
- B. Processing.
- C. All of the above.
- D. Control and feedback
- E. Output.

**14. Monitoring the legal constraints which a company operates under requires review of:**

- A. a company's customers.
- B. a company's outputs.
- C. a company's macro-environment.
- D. a company's micro-environment.
- E. all of the above.

**15. Records management:**

- A. is a discipline limited to digitised paper documents.
- B. is a discipline limited to library books.
- C. is a discipline limited to paper documents.
- D. is a discipline limited to information contained in databases.
- E. none of the above.

**16. Which of the following alternative answers is most correct with regards to the Internet?**

- A. No single person or company owns the Internet or even controls it entirely.
- B. As a wide-area network, the Internet is made up of many smaller networks which are often owned and managed by a person or an organization.
- C. The Internet is defined by how connections can be made between many smaller networks.
- D. All of the above
- E. None of the above

**17. The role of information systems in business today has enabled organizations achieve Competitive advantage through, among other things,**

- I. delivering better performance
- II. charging more for inferior products
- III. responding to customers and suppliers in real time

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only

**18. Management dimension of information systems requires that**

- I. Managers set organizational strategy for responding to business challenges
- II. Managers must act creatively: creation of new products and services as well as occasionally re-creating the organization
- III. Managers open personal bank accounts and transfer organization's money into it

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only

**19. Technology dimension of information systems include**

- I. Computer hardware and software
- II. Data management technology
- III. Networking and telecommunications technology

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only



**20. Business perspective on information systems views**

- I. investing in information technology guarantees good returns
- II. investments in information technology will result in superior returns
- III. information system as an instrument for creating value

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only

**21. Which of the following alternative answers is most correct with regards to the Internet?**

- A. The World Wide Web, uses the client/server model, to organize Internet resources into a series of menu pages (screens) that appear on your computer.
- B. Data can exist on the Web in any computer file like word processing files, graphic images, video and audio files.
- C. Hypertext Markup Language (HTML) is the standard page description language for Web pages.
- D. All of the above.
- E. None of the above.

**22. Which of the following alternative answers is most correct with regards to the Intranet?**

- I. Managers can do whatever they like on the Intranet because an Intranet does not add value to an organizations internal operations.
- II. An Intranet is an internal corporate network built using the Internet and W3 standards and products.
- III. One of the intranet's most obvious virtues is its ability to slash the need of paper mainly because any employee can view the same electronic information.

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only

**23. Which of the following alternative answers is most correct with regards to the Extranet?**

- I. An Extranet is a network based on Worldwide Web (www) technologies
- II. An Extranet is independent of the Internet
- III. An Extranet links selected resources of the intranet of a company with its customers, suppliers, or other business partners.

- A. I, II & III
- B. I & III
- C. I & II
- D. II & III
- E. II only

**24. It is generally accepted that threats of privacy and security outweighs the benefits of the Internet.**

- A. The above statement is incorrect.
- B. Security poses no threat to any organization using the Internet.
- C. Privacy poses no threat to individual Internet users.
- D. I strongly agree with the above statement.
- E. None of the above.

**25. Usually, the connections between computers in a network are made using physical wires or cables.**

- A. Physical wires or cables do not play any role in computer networks.
- B. Only Bluetooth technology is used on mobile Internet connectivity.
- C. Some connections are wireless, using radio waves or infrared signals.
- D. A & C above are both correct.
- E. All of the above.