

[4/A-3]

SARDAR PATEL UNIVERSITY**BBA(ISM) -IVth Semester Examination****Thursday, Date :11/04/2019****Time :10:00 am to 12:00 pm****Management Information System-II(UM04CBBS01)****Total Marks: 60**

Q-1 [A] What do you mean by total quality Management? [08]

[B] What do you mean by total quality Control and quality circles? [07]

OR

Q-1 [A] What are the different control principle? Explain all in detail? [15]

Q-2 [A] What are the Moral Dimension of information age? [08]

[B] What are the different ethical and social issues related to System. [07]

OR

Q-2 [A] What are the key technology and trend that raise the ethical issues? [08]

[B] Explain Ethical analysis in detail. [07]

Q-3 [A] Explain knowledge management value chain in detail. [08]

[B] Explain Expert system in detail. [07]

OR

Q-3 [A] Explain in detail enterprise wide knowledge management system. [08]

[B] Explain the requirements of knowledge work system in detail. [07]

Q-4 [A] What is system? Explain tools used for system development ? [08]

[B] Explain system approach to the management in detail. [07]

OR

Q-4 [A] What is IS? Explain the need of IS.. [08]

[B] Explain Principles of IS in detail ? [07]

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(B)