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SARDAR PATEL UNIVERSITY   No. of Printed Pages: 2
M.Sc.IT Examination, 2ⁿᶜ Semester
Thursday, 23ʳᵈ April, 2015.
Time: 02:30 A.M to 05:30 P.M
Subject Code: PS02CIIT01/ Paper No: 01
Subject: Management Information System

Total Weight age/Marks: 70

Q.1   Multiple Choice Questions.   10

1. Full form of TQM is _____
   A. Total Quality Control   B. Total Queue Control
   C. Tree Quality Control   D. None of the above

2. Which is not an external source of information?
   A. Publish reports   B. Organization Charts
   C. Government Statistics   D. Commercial Data Banks

3. States that any whole is more than the sum of its individual parts.
   A. Taste   B. Emergent properties
   C. Holism   D. None of these

4. Which is not a function of management?
   A. Planning   B. Processing
   C. Decision making   D. Control

5. Middle level management is also known as _____.
   A. Operational   B. Strategic
   C. Tactical   D. Transaction

6. _____ is known as processed data.
   A. data   B. information
   C. MIS   D. all of the above

7. A system isolated from its environment is known as ___.
   A. Shared system   B. Closed system
   C. Open system   D. Deterministic system

8. When a system is explained as a whole, is known as ___?
   A. Components   B. Properties
   C. Synergy   D. None of these

9. A system is a collection of _____ .
   A. People   B. Resources
   C. Process   D. 1 and 2

10. ___ are small groups which meet regularly to discuss matters such
    as productivity, safety and quality.
    A. Quality Managers   B. Quality Circle
    C. Quantity Circle   D. Effectors

P.T.O

Q.2 Answer the following questions in short. **(Any 10)** 20

1) Define MIS.
2) Define planning.
3) What is Feedback / Feed forward?
4) What is sub-optimality?
5) What are hard properties & soft properties?
6) Define system boundaries/environment of systems.
7) List the complete cycle of managerial functions.
8) What do you mean by shareholder theory / stakeholder theory?
9) What are the four principal phases of decision making?
10) Define homeostatic system
11) Define sensor/ comparator of feedback loops.
12) What do you mean by multiple control factors?

Q.3(A) Write a short note on TQC/TQM in detail. 10

OR

Q.3(A) Define Management Control. Explain Single loop Feedback, Double-loop 10
or Higher Order Feedback and Negative Feedback.

Q.4(A) List the main areas of knowledge required for MIS design and explain any 06
5 in detail.

(B) Define data and information. Explain Information Classification with 04
example.

OR

Q.4(A) Define JIT? Explain functions performed by information. 06

(B) What is MIS? What problems have been found from surveys of MIS? 04

Q.5(A) List and explain Characteristics of good Information. 06

(B) Explain Closed System and Open System in detail. 04

OR

Q.5(A) Write a short note on Deterministic, Probabilistic & self-organizing 06
systems.

(B) Describe Personal & organizational objectives in detail. 04

Q.6(A) What is decision making? What are Simon's four phases of decision 05
making?

(B) Describe: objectives / policies / levels of planning in detail. 05

OR

Q.6(A) Explain the levels of decision making in detail. 05

(B) Explain the programmed and non-programmed decisions. 05

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