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SARDAR PATEL UNIVERSITY
M.Sc.IT Examination, 2nd Semester
Saturday, 2nd April, 2016.
Morning Time: 10:30 A.M to 01:30 P.M
Subject Code: PS02CIIT01/ Paper No: 02
Subject: Management Information System

Total Weight age/Marks: 70

Q.1   Multiple Choice Questions.   10

1. The system is viewed as a totality where the whole is greater than the sum of the parts known as _____.
   A. reductionist approach   B. MIS
   C. office support system   D. holistic approach

2. Which of the following is not a function performed by information?
   A. Reduction of uncertainty   B. Means of communication
   C. Leadership   D. Monitoring and control

3. _____ is the process of ensuring that operations proceed according to plan.
   A. Feed foreword   B. Control
   C. Feedback   D. Planning

4. _____ is type of face to face communication method
   A. fax   B. telephone
   C. video   D. interview

5. When a system is explain as a whole, is known as _____
   A. Synergy   B. Properties
   C. Components   D. None of these

6. The features which define the extent of a system are its _____ .
   A. Environment   B. Boundaries
   C. Overlapping   D. None of these

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

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

9. _____ is the process of ensuring that operations proceed according to plan.
   A. staffing   B. Planning
   C. control   D. MIS

10. Which is not an activity of Personnel management control?
    A. Recruitment   B. Capital Management
    C. Interviewing   D. Health & Safety

P.T.O

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Q.2 Answer the following questions in short. **(Any 10)**   20
1) Define Control.
2) What is Feedback loop?
3) What is closed loop system?
4) Give examples of decision making and information requirements at strategic and operational level.
5) Write down the characteristics of: programmed decisions and non-programmed decisions.
6) What is decision making?
7) Define: encoding and channel.
8) What do you mean by top-down and bottom-up approach.
9) What are hard properties & soft properties?
10) Define planning.
11) What is Feedback / Feed forward?
12) Define MIS.

Q.3(A) Write a short note on Data and Information. Explain Information   10
Classification with functions performed by Information.

OR

Q.3(A) List all the points of Knowledge Required for MIS and Explain in   10
detail.

Q.4(A) What are the key functions of system approach?   06
   (B) Explain Deterministic, Probabilistic & self-organizing systems.   04

OR

Q.4(A) List and explain characteristics of Information.   06
   (B) Write a short note on Communication System in detail.   04
Q.5(A) Write a short note on Type and Sources of Planning Information.   06
   (B) What is decision making? What are Simon's four phases of decision   04
making?

OR

Q.5(A) Write a short note on Levels of Decision Making.   06
   (B) Explain planning with its four terms.   04
Q.6(A) Explain Total Quality Control in detail.   05
   (B) Explain double-loop feedback with figure.   05

OR

Q.6(A) Explain the characteristics of control systems at various levels in the   05
organization.
   (B) Define homeostatic system. What do you mean by multiple control   05
factors?

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