

SARDAR PATEL UNIVERSITY

External Examination

M. Sc. I.T. (Integrated) – Second Semester (NC)

PS02CIIT01: Management Information Systems

Date 19-10-2016 Wednesday

Time: 2.00 PM to 5.00 PM

Max. Marks – 70

Q.1 Multiple Choice Questions.

[10]

- i. _____ is known as processed data.
(A) Data (B) MIS
(C) Information (D) Transaction
- ii. Which is not a function of management?
(A) Processing (B) Organizing
(C) Planning (D) None of these
- iii. All those elements not in the system are known as
(A) Environment (B) Boundaries
(C) Overlapping (D) None of these
- iv. When a system is explain as a whole, is known as _____
(A) Synergy (B) Components
(C) Properties (D) None of these.
- v. A system isolated from its environment is known as _____
(A) Closed System (B) Shared System
(C) Open System (D) None of these
- vi. _____ are the statements of conduct.
(A) Mission (B) Objectives
(C) Plans (D) Policies
- Vii A system is a collection of _____
(A) People (B) Resources
(C) Process (D) 1 and 2
- Viii Which is not an activity of personnel management control ?
(A) Recruitment (B) Interviewing
(C) Health & Safety (D) Capital Management
- ix _____ is the process of ensuring that operations process according to plan
(A) Control (B) MIS
(C) Staffing (D) Planning
- ix Full form of TQC _____
(A) Total Quality Control (B) Total Queue Control
(C) Tree Quality Control (D) None of the above

(P.T.O.)

①

Q.2

Short answer (Attempt any ten questions)

[20]

- 1) Define MIS.
- 2) List the problems with MIS.
- 3) What do you mean by effectiveness & efficiency?
- 4) Define encoding.
- 5) What is sub-optimality?
- 6) What are purpose & objectives?
- 7) What do you mean by shareholder theory / stakeholder theory?
- 8) What is decision making?
- 9) What are the four principal phases of decision making?
- 10) Define Control.
- 11) Define management control.
- 12) What do you mean by multiple control factors?

Q.3

- [A] What are the main areas of knowledge required for MIS design?
[B] Distinguish between data & information.

[05]
[05]

OR

Q.3

- [A] Explain the characteristics of data.
[B] How information can be classified?

[05]
[05]

Q.4

- [A] Distinguish between hard & soft properties.

[10]

OR

Q.4

- [A] What are the characteristics of good information?

[10]

Q.5

- [A] What are the functions performed by information?
[B] What is the role of MIS in organizations?

[06]
[04]

OR

Q.5

- [A] Explain the programmed and non-programmed decisions.
[B] Explain the levels of decision making.

[06]
[04]

Q-6

- [A] Explain the characteristics of control systems at various levels in the organization.

[06]

- [B] what are the scope of management control.

[04]

OR

Q-6

- [A] Explain the elements of control cycle.
[B] Write a note on TQM.

[06]
[04]

— X —
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