

MANAGEMENT INFORMATION SYSTEM  
(MCAP 1105)

Time Allotted : 3 hrs

Full Marks : 70

*Figures out of the right margin indicate full marks.*

*Candidates are required to answer Group A and any 5 (five) from Group B to E, taking at least one from each group.*

*Candidates are required to give answer in their own words as far as practicable.*

Group - A  
(Multiple Choice Type Questions)

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Which of the following is NOT an objective of MIS?  
(a) Facilitate the decisions-making process  
(b) Provide requisite information at each level of management  
(c) Support decision-making  
(d) Recruit people for system
- (ii) In MIS system design, the sources of information may be categorized as \_\_\_\_\_ and \_\_\_\_\_.  
(a) Internal, external  
(b) personal, organizational  
(c) useful, unuseful  
(d) constructive, destructive
- (iii) What among the following are the primary characteristics that information must process?  
(i) Relevance      (ii) Availability      (iii) Timeliness      (iv) Accuracy  
(a) Only i, ii, and iii  
(b) Only ii, iii and iv  
(c) Only i, iii and iv  
(d) All i, ii, iii, and iv
- (iv) An \_\_\_\_\_ is a set of processes and procedures that transform data into information and knowledge.  
(a) information system  
(b) Knowledge system  
(c) Database system  
(d) Computer system
- (v) A system is called \_\_\_\_\_ when the inputs, process and the outputs are known with certainty.  
(a) Probabilistic  
(b) Deterministic  
(c) Open  
(d) Close

- (vi) Which of the following steps is/are the implementation plans involved in MIS?  
(i) Preparing organizational plans (ii) Planning of work flow (iii) Training of personnel (iv) Development of software (v) Acquiring computer hardware  
(a) i, ii and iii only (b) i, ii, iii and iv only  
(c) i, ii, iv and v only (d) All i, ii, iii, iv and v
- (vii) Which of the following is included in the Office automation systems?  
(i) Word processing (ii) Electronic mail (iii) Voice mail (iv) Electronic calendaring (v) Audio conferencing  
(a) i, ii, iii and v only (b) i, ii, iii and iv only  
(c) i, ii, iv and v only (d) All i, ii, iii, iv and v
- (viii) A context diagram is used  
(a) as the first step in developing a detailed DFD of a system  
(b) in systems analysis of very complex systems  
(c) as an aid to system design  
(d) as an aid to programmer
- (ix) \_\_\_\_\_ is a tabular method for describing the logic of the decisions to be taken.  
(a) Decision tables (b) Decision tree  
(c) Decision Method (d) Decision Data
- (x) HIPO stand for  
(a) Hierarchy input process output (b) Hierarchy input plus output  
(c) Hierarchy plus input process output (d) Hierarchy input output Process.

**Group - B**

2. (a) What is a system? Discuss the general model of a system?  
(b) Draw a decision table for the following problem:  
A company might base discount amounts on size of order and time period of payment from invoice total amount. If the order size is more than Rs.10000 and payment within 10 days then take 3% discount from invoice total amount. If the order size is Rs.5000 to Rs.10000 and payment within 10 days then take 2% discount from total invoice amount .If the order size is less than Rs.5000 then pay full invoice amount.

**6 + 6 = 12**

3. (a) What is HIPO diagram? What are the advantages and limitations of HIPO diagram?  
(b) What do you mean by data flow analysis? What are the different data flow diagrams used in dataflow analysis? Write significance of each diagram?  
(c) What are the major components of information system?

**5 + 5 + 2 = 12**

**Group - C**

4. (a) What are characteristics of information system? Discuss the organization, management and technology dimensions of information system.  
(b) Differentiate between structure and unstructured decision making with the help of suitable example.  
(c) Compare formal information system and informal information system. Give example of each.
- 5 + 5 + 2 = 12**

5. (a) Differentiate between data and information. Give example of each.  
(b) Explain Robert Anthony's hierarchy of management activity in detail  
(c) What is role of information in decision making? Discuss with the help of suitable examples.
- 2 + 5 + 5 = 12**

**Group - D**

6. (a) what are the principal types of information systems that support information worker activities in office  
(b) What are the four stages of decision making as prescribed by Simon.
- 6 + 6 = 12**

7. (a) Explain in detail Behaviour and Rational Model of decision making.  
(b) What are the characteristics of Transaction Processing System (TPS.). How does it differ from MIS?
- 7 + 5 = 12**

**Group - E**

8. (a) Explain knowledge management system and describe its characteristics in detail.  
(b) Why there is more and more use of Expert System? What are the main purposes of Expert System? Briefly outline the structure of an expert system.
- 5 + 7 = 12**

9. (a) With suitable example explain the purpose and role of Decision Support System in a business. What are different components of DSS?  
(b) What do you mean by information security? Discuss some security defences to be taken for information security.
- 7 + 5 = 12**

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