

SULIT



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**PEPERIKSAAN AKHIR
SEMESTER III
SESI 2013/2014**

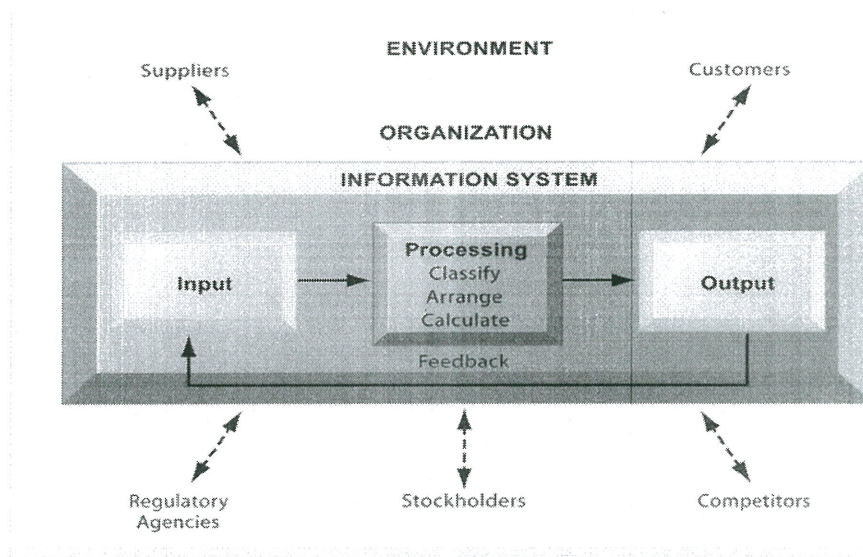
NAMA KURSUS : SISTEM MAKLUMAT PENGURUSAN
KOD KURSUS : DAT20603
PROGRAM : 3 DAT
TARIKH PEPERIKSAAN : OGOS 2014
JANGKA MASA : 2 JAM 30 MINIT
ARAHAN : JAWAB EMPAT (4) SOALAN SAHAJA

KERTAS SOALAN INI MENGANDUNGI TUJUH (7) MUKA SURAT

SULIT

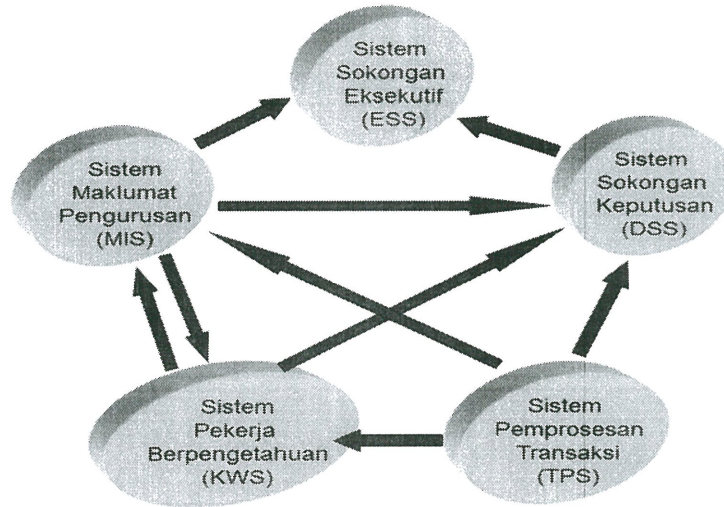
BAHASA MELAYU

- S1** (a) Nyatakan maksud maklumat dalaman. (2 markah)
- (b) Senaraikan **DUA (2)** ciri-ciri maklumat yang baik. (2 markah)
- (c) Terangkan **TIGA (3)** peranan pengurus sebagai pemberi maklumat. (6 markah)
- (d) Dengan menggunakan gambarajah dibawah, terangkan aktiviti asas bagi sistem maklumat



(10 markah)

- S2** (a) Nyatakan maksud sistem Perancangan Sumber Perusahaan (ERP). (2 markah)
- (b) Senaraikan **DUA (2)** komponen bagi sistem maklumat. (2 markah)
- (c) Terangkan **TIGA (3)** peranan pengurus sebagai pembuat keputusan. (6 markah)



- (d) Dengan menggunakan gambarajah diatas, terangkan integrasi MIS, ESS, DSS, KWS dan TPS dalam organisasi dunia yang sebenar. (10 markah)

S3 Kajian Kes 1

CIMA is the Chartered Institute of Management Accountants. Its members are trained and qualified in the vital area of management accountancy. Businesses can only compete effectively if they have the best financial information and the best people to make decisions based on that information. CIMA is the world's leading and largest professional body of management accountants. Its training means it produces financial managers with the many and varied skills necessary to handle global competition. From its headquarters in London and 11 offices outside the UK, CIMA supports over 172,000 members and students in 168 countries. The CIMA qualification is recognised internationally as the most relevant financial qualification for business. This case study looks at how management accountants forecast, monitor and control cash flow in order to maintain the ongoing financial health of businesses.

- (a) Nyatakan sistem maklumat yang digunakan oleh institusi kewangan dalam kajian kes 1. (2 markah)
- (b) Nyatakan definisi bagi sistem maklumat yang telah dinyatakan di **S3(a)**. (2 markah)
- (c) Terangkan **TIGA (3)** jenis bagi sistem maklumat yang telah dinyatakan di **S3(a)**. (6 markah)

- (d) Lakarkan kerangka kerja bagi sistem maklumat yang telah dinyatakan di **S3(a)**.

(10 markah)

S4 Kajian Kes 2

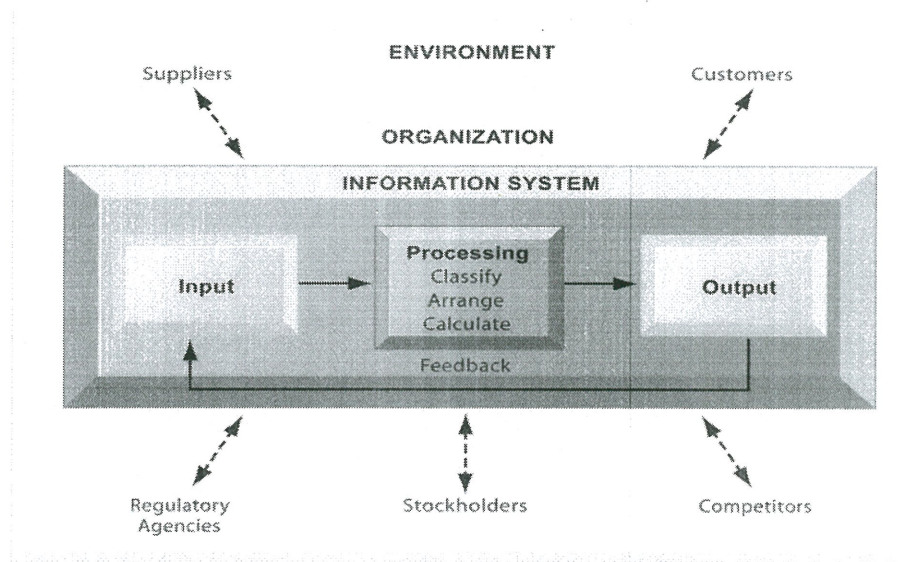
ZARA is by far the largest, most profitable and most internationalized of the chains. ZARA's marketing strategy focuses on product variety, speed-to-market and store location. ZARA's success is based on a business system that depends on vertical integration, in-house production, quick response, one centralized distribution center and low advertising cost all of which made it so successful thus far. ZARA faced tough competition internationally with companies including H&M, Gap and Benetton. This case study looks at the sales trend forecasting that collects vital information such as daily sales numbers, allow designers to approximate what types of fashions are selling well. The designers have real time information available when deciding which type of fabric, cut and colors to use when designing new clothes or modifying existing ones.

- (a) Nyatakan sistem maklumat yang digunakan oleh industri pakaian dalam kajian kes 2.
(2 markah)
- (b) Nyatakan definisi bagi sistem maklumat yang telah dinyatakan di **S4(a)**.
(2 markah)
- (c) Terangkan **TIGA (3)** komponen bagi sistem maklumat yang telah dinyatakan di **S4(a)**.
(6 markah)
- (d) Lakarkan kerangka kerja bagi sistem maklumat yang telah dinyatakan di **S4(a)**.
(10 markah)

-SOALAN TAMAT-

ENGLISH

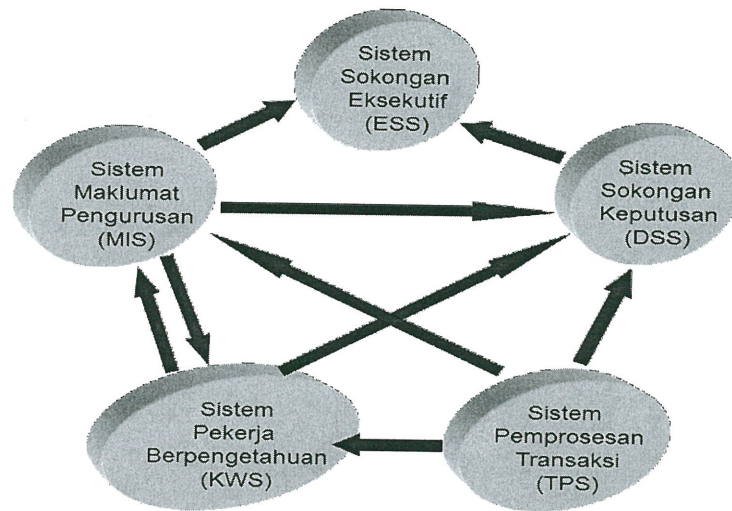
- Q1** (a) State the definition of internal information. (2 marks)
- (b) List **TWO (2)** features of good information. (2 marks)
- (c) Explain **THREE (3)** manager roles as a information provider. (6 marks)
- (d) Based on diagram below, explain the basic activities of the information system.



(1) (0 marks)

Q2

- (a) State the definition of Enterprise Resource Planning (ERP) system. (2 marks)
- (b) List **TWO (2)** components of the information system. (2 marks)
- (c) Explain **THREE (3)** manager roles as a decision maker. (6 marks)



- (d) Based on diagram above, explain the integration of MIS, ESS, DSS, KWS and TPS in real world organization.

(10 marks)

Q3

Case Study 1

CIMA is the Chartered Institute of Management Accountants. Its members are trained and qualified in the vital area of management accountancy. Businesses can only compete effectively if they have the best financial information and the best people to make decisions based on that information. CIMA is the world's leading and largest professional body of management accountants. Its training means it produces financial managers with the many and varied skills necessary to handle global competition. From its headquarters in London and 11 offices outside the UK, CIMA supports over 172,000 members and students in 168 countries. The CIMA qualification is recognised internationally as the most relevant financial qualification for business. This case study looks at how management accountants forecast, monitor and control cash flow in order to maintain the ongoing financial health of businesses.

- (a) State the information system used by financial institutions in the case study 1.
(2 marks)
- (b) State the definition of information system mentioned in Q3(a).
(2 marks)
- (c) Explain **THREE (3)** types of the information system mentioned in Q3(a).
(6 marks)

- (d) Draw a framework of the information system mentioned in **Q3(a)**.
(10 marks)

Q4Case Study 2

ZARA is by far the largest, most profitable and most internationalized of the chains. ZARA's marketing strategy focuses on product variety, speed-to-market and store location. ZARA's success is based on a business system that depends on vertical integration, in-house production, quick response, one centralized distribution center and low advertising cost all of which made it so successful thus far. ZARA faced tough competition internationally with companies including H&M, Gap and Benetton. This case study looks at the sales trend forecasting that collects vital information such as daily sales numbers, allow designers to approximate what types of fashions are selling well. The designers have real time information available when deciding which type of fabric, cut and colors to use when designing new clothes or modifying existing ones.

- (a) State the information system used by clothing industry in the case study 2.
(2 marks)
- (b) State the definition of information system mentioned in **Q4(a)**.
(2 marks)
- (c) Explain **THREE (3)** components of the information system mentioned in **Q4(a)**.
(6 marks)
- (d) Draw a framework of the information system mentioned in **Q4(a)**.
(10 marks)

- END OF QUESTION -