UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
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SUBJECT NAME	:	MANAGEMENT INFORMATION SYSTEM IN EDUCATION
SUBJECT CODE	:	BBG 3323
COURSE	:	SARJANA MUDA PENGURUSAN PENDIDIKAN
EXAMINATION DATE	:	APRIL / MAY 2010
TIME DURATION	:	2 HOURS 30 MINUTES
INSTRUCTION	:	ANSWER ALL QUESTIONS ON THE QUESTION SCRIPT

THIS EXAMAINATION PAPER CONSISTS OF 22 PRINTED PAGES

Section A: **Circle a correct answer only.**

Q1 Of the following, which is the most common input device?

A. Scanner

B. Keyboard

C. Microphone

D. Digital camera

Q2 Application software includes all of the following except

A. systems software.

B. word processing software.

C. Web browser software.

D. e-mail software.

Q3 Input is

A. the result of the processing operation.

B. organized raw data.

C. made up of only words and numbers.

D. the entering of data for the computer to process.

Q4 Output refers to

A. displaying the results of the processing operation in a way that people can understand.

B. sending the results of computer processing to a permanent location.

C. information that needs further computer activity in order to have meaning to people.

D. the use of an output device, such as a keyboard or mouse.

Q5　　A server is a computer that

　　A.　　is designed for individual use.

　　B.　　allows you to share data with other computers on a network.

　　C.　　requires employees to run desktop programs called operating systems software in order to communicate with the server.

　　D.　　plays a less important role in today's businesses.

Q6　　What takes place during the storage operation in the information processing cycle?

　　A.　　Processed data is saved in the random access memory so you can access it in a later work session.

　　B.　　The results of the processing are stored on a storage device such as a hard drive.

　　C.　　Data is converted to information.

　　D.　　Information is converted to data.

Q7　　Unorganized text, graphics, sound, and video are known collectively as

　　A.　　data.

　　B.　　documents.

　　C.　　files.

　　D.　　information.

Q8　　Which of the following types of objects is the least likely to be stored as a Binary Large Object (BLOB)?

　　A.　　ASCII text

　　B.　　Movie clip

　　C.　　Picture file

　　D.　　Spreadsheet

Q9 Which of the following statements is not true about a computer information system in a business?

A. It collects, processes, and stores data relevant to the company.

B. It disseminates information where needed throughout the company.

C. It includes both hardware and software.

D. It is used only by a select group of programmers in the company.

Q10 When making a credit card purchase, the salesperson may contact a(n) _____ to receive an authorization number.

A. credit check analyst

B. authorizing agent

C. validation service

D. call center

Q11 What are the links called through which messages are sent from one location to another?

A. Digital endpoints.

B. Bandwidth markers.

C. Communication channels.

D. Multiplexers.

Q12 What type of signals do telephones and telephone lines send and receive?

A. Analog.

B. Digital.

C. Infrared.

D. Pulse modulated.

Q13   What are the signals called that consist of discontinuous pulses that represent a sequence of 0s and 1s?

    A.   Analog.

    B.   Digital.

    C.   Microwave.

    D.   Pulse modulated.

Q14   The bandwidth of a digital signal is measured in

    A.   characters per second (CPS).

    B.   cycles per second (CPS).

    C.   hertz (Hz).

    D.   bits per second (bps).

Q15   What term is used to describe the transformation of analog signals into computer digital signals?

    A.   Encapsulation.

    B.   Decapsulation.

    C.   Modulation.

    D.   Demodulation.

Q16   Twisted-pair, coaxial cable, and fiber-optic cable are examples of _____ media.

    A.   broadband

    B.   wired

    C.   multiplexed

    D.   modulated

Q17   Which of the following transmission media has the lowest transfer rate?

    A.   Twisted-pair.

    B.   Coaxial cable.

    C.   Fiber-optic cable.

    D.   Infrared.

Q18   Which wireless communications medium transmits beams of light through the air?

    A.   Sealed-beam.

    B.   Broadbeam.

    C.   Infrared.

    D.   Ultraviolet.

Q19   Which type of port is used by an infrared mouse?

    A.   IrDA.

    B.   Parallel.

    C.   PS/2.

    D.   Serial.

Q20   Which of the following statements is not true about the Public Switched Telephone Network (PSTN)?

    A.   PSTN is exclusively an analog network.

    B.   PSTN is a global network used for both voice and data communications.

    C.   PSTN uses a variety of physical media, including twisted-pair and fiber-optic cable.

    D.   PSTN is a circuit switching network.

Q21   A _____ connects many telephone customers in its local loop.

    A.   local exchange switch

    B.   multiplexer

    C.   Mobile Telephone Switching Office (MTSO)

    D.   Subscriber Loop Carrier (SLC)

Q22   A byte

    A.   is the equivalent of eight binary digits.

    B.   represents one digit in the decimal numbering system.

    C.   is the smallest unit of information that a computer can process.

    D.   can be compared to the state of one light switch being either on or off.

Q23   Of the following, which represents the largest amount of data?

    A.   Terabyte.

    B.   Megabyte.

    C.   Petabyte.

    D.   Kilobyte.

Q24   The central processing unit (CPU)

    A.   plays a minimal role in the processing data.

    B.   is different from a microprocessor.

    C.   is a fairly simple device.

    D.   is an integrated chip capable of processing signals.

Q25   RAM stands for

    A.   rapidly accessed memory.

    B.   random access memory.

    C.   reliable associated memory.

    D.   repeated auxiliary memory.

Q26   Which of the following memory is NOT erased when the computer is turned off?

    A.   RAM.

    B.   ROM.

    C.   REM.

    D.   RIM.

Q27   Which of the following is still the best method for data entry?

    A.   Microphone.

    B.   Stylus.

    C.   Keyboard.

    D.   Scanner.

Q28   Which of the following is not considered a pointing device?

    A.   Keyboard.

    B.   Mouse.

    C.   Stylus.

    D.   Touch pad.

Q29   A person using a kiosk would use a _____ to make selections.

    A.   light pen

    B.   joystick

    C.   pointing stick

    D.   touch screen

Q30   Which of the following statements best describes the storage capability of a CD-ROM disc?

    A.   It can be written to once by the user, but then can only be read.

    B.   It can be read many times by the user, but never written to.

    C.   It can be written to over and over, each time the new data overwriting previous content.

    D.   It can be read only once by the user as during a software installation.

Q31   Which of the following is not a network communications device?

    A.   Router.

    B.   Switch.

    C.   LAN.

    D.   NIC.

Q32   Every computer connected to a network needs a(n)

    A.   NIC.

    B.   NOS.

    C.   router.

    D.   switch.

Q33 A small computer classroom consisting of twenty workstations and a laser printer is referred to as a(n) _____ area network.

A. wide

B. line

C. local

D. interface

Q34 LANs are typically connected by a:

A. LOP.

B. PSTN.

C. packet.

D. switch.

Q35 Which network device has the ability to determine the best path to transmit data and locate alternate pathways?

A. Pathfinder.

B. Router.

C. Director.

D. Switch.

Q36 A LAN where all the computers are equals is called a(n) _____ network.

A. client/server

B. peer-to-peer

C. equal resource

D. equal sharing

Q37 The term 'network topology' refers to the

A. type of Internet connections available to users of the network.

B. type of network operating system used on the file server.

C. physical layout of network components, including workstations and cables.

D. contention management strategy utilized to resolve collisions.

Q38   Which type of LAN topology uses a cable from the file server to a series of workstations ending in a terminator connector at the end of the chain?

A.   Bus.

B.   Hub.

C.   Ring.

D.   Star.

Q39   In a _____ topology, the network nodes are connected to a central hub.

A.   hierarchical

B.   layered

C.   ring

D.   star

Q40   With a bus topology, what technique is used to handle data corruption when two computers transmit simultaneously?

A.   Contention management.

B.   Collision management.

C.   Contention resolution.

D.   Collision resolution.

Q41   In a _____ topology, data are sent in token units.

A.   hierarchical

B.   bus

C.   ring

D.   star

Q42   Which switching method is used by the Internet?

A.   Packet.

B.   Token.

C.   Circuit.

D.   Distributed.

Q43   When storing data about an employee, the name, street, and telephone are entered in

    A.   fields.

    B.   keys.

    C.   records.

    D.   tables.

Q44   Which of the following is not an example of a common data type found in most databases?

    A.   Date.

    B.   Key.

    C.   Number.

    D.   Text.

Q45   Which of the following would be the best choice for the primary key in a student record?

    A.   Date of birth.

    B.   Year in college.

    C.   Last name.

    D.   Social Security number.

Q46   In the data hierarchy, a collection of related records is known as a

    A.   field.

    B.   query.

    C.   relationship.

    D.   table.

Q47   The newest type of database that can store multimedia information is known as a(n)

_____ database.

A.   relational

B.   object-oriented

C.   hierarchal

D.   query-based

Q48   A large database containing all information possessed by a corporation is known as a(n)

A.   data mine.

B.   data warehouse.

C.   oracle file.

D.   query.

Q49   Data mining is best described as

A.   joining related tables in a database to produce a report.

B.   recognizing previously unknown patterns in existing data.

C.   retrieving all records related to a search topic.

D.   removing redundant data from tables in a database.

Q50   What is the latest database technique called that allows access to information via Internet

connections?

A.   Internet Information Services.

B.   DataWeb.

C.   Query-by-Web.

D.   Web-database Integration.

Q51   Which term is used to describe the validity of data stored in a database?

A.   Data independence.

B.   Data integrity.

C.   Data redundancy.

D.   Data security.

Q52 Which of the situations below is an example of a data consistency check?

A. Requiring a user to enter his or her e-mail address twice.

B. Ensuring that numbers are positive in a quantity ordered field.

C. Testing that only letters are entered in a name field.

D. Examining whether or not a field has been left blank on an entry form.

Q53 Assume a company stores a customer's address in two separate tables. When a change of address card is received, data in both tables must be modified. This database suffers from _____ problems.

A. integrity

B. dependence

C. redundancy

D. security

Q54 The job of planning, organizing, and leading is the responsibility of the within a company.

A. finance department

B. human resources department

C. marketing and sales department

D. management

Q55 Which of the following statements is not true about a computer information system in a business?

A. It collects, processes, and stores data relevant to the company.

B. It disseminates information where needed throughout the company.

C. It includes both hardware and software.

D. It is used only by a select group of programmers in the company.

Q56 Which of the following is considered a deficiency of management information systems?

A. They require a higher degree of computer competency than usually found in management personnel.

B. They generate periodic predefined reports that may not contain desired information.

C. They produce summary reports instead of detailed transaction listings.

D. They are not useful when making tactical decisions.

Q57 eBay transactions are examples of which type of e-commerce?

A. B2B.

B. B2C.

C. C2C.

D. B2I.

Q58 Which type of e-commerce occurs when a merchant uses the Internet to supply consumers with goods or services?

E. B2R.

F. B2C.

G. C2C.

H. C2T.

Q59 Although Amazon.com now sells a variety of merchandise, it originally

A. sold airline tickets.

B. rented hotel rooms.

C. sold books.

D. conducted stock transactions.

Q60 Of the following, which operating system first offered preemptive multitasking to the user?

A. Microsoft Windows 2000.

B. Linux.

C. Macintosh OS X.

D. UNIX.

Q61 Why is the Linux operating system so popular today?

A. It provides the personal computer with the strengths of UNIX.

B. The Microsoft Office suite runs under Linux.

C. It was developed by Microsoft as a companion to the Windows operating system versions.

D. It is a robust, expensive operating system that people feel is well worth the money in return for its many networking features.

Q62 System utilities are used for all of the following purposes except to

A. protect your computer from viruses.

B. organize and find files on your computer.

C. create backups of your data and program files for emergency use.

D. serve as an Internet Interface with your Internet Browser.

Q63 Application software

A. provides the environment in which the operating system functions.

B. is used to find the source of computer malfunctions.

C. refers to background programs that prepare the computer to start up.

D. includes programs that you use to complete a specific task, such as creating a presentation.

Q64   Of the following, which is not considered a general-purpose application program?

A.   Presentation graphics.

B.   Web browser.

C.   Disk scanning.

D.   Personal finance.

Q65   Which of the following is not a criterion that a corporation should consider when

upgrading personal productivity software such as Microsoft Office?

A.   Is there a service release available that will correct any problems you are having?

B.   Will the software upgrade require a different operating system?

C.   Has the corporation's network client software changed?

D.   Does your computer have the resources to run the new version?

Q66   An efficient, economical way for software companies to provide a service release to

software license owners is to

A.   automatically ship the release to all users.

B.   make the program release available through the Internet.

C.   send a written notification of the release to owners and allow them to request the

release.

D.   ship copies of the release to software vendors for owners to purchase for a

nominal fee.

Q67   Which of the following happens when you launch an application?

A.   A dialog box displays asking you to verify that you do want the program to

appear on screen.

B.   Data files are copied from the memory to the hard disk.

C.   Program files are copied from the hard disk to the memory.

D.   The program changes the registry so the computer knows what kind of application

you are using.

Q68 A computer system's hardware

A. includes the physical components of the computer.

B. is limited to three components.

C. may include a keyboard and monitor, but not speakers.

D. includes only output components.

Q69 Which of the following is not a basic computer operation?

A. Input.

B. Throughput.

C. Processing.

D. Storage.

Q70 A computer system

A. is a collection of unrelated components that have been designed to work together smoothly.

B. refers to the operations in the information processing cycle.

C. is a collection of related components that have been designed to work together independent of each other.

D. can be broken down into two major categories; hardware and software.

Q71 In order for a computer system's hardware to function, a computer needs a

A. program.

B. scanner.

C. disk drive.

D. CD-ROM.

Q72 A computer program is

A. a series of commands that the computer operator performs to make the computer work.

B. the same thing as output.

C. a list of instructions that tell the computer how to complete a specific task.

D. unnecessary for the computer to accomplish tasks.

Q73 Which of the following is not an example of a Web browser?

A. Microsoft Internet Explorer.

B. Mosaic.

C. Netscape Navigator.

D. Unix.

Q74 Which of the following is an example of an Internet protocol?

A. ASP.

B. COM.

C. HTML.

D. HTTP.

Q75 HTTP is best defined as a

A. programming language used to write Internet-related application software.

B. markup language used to describe the format of Web pages.

C. standard for the exchange of information on the Web.

D. scripting language to add dynamic content to Web pages.

Q76 Which of the following is not an example of a Web search tool?

A. AltaVista.

B. Google.

C. Listserv.

D. Yahoo!.

Q77   What is the term for a gateway that provides an organized guide to Internet material such as news, weather, sports, or e-mail?

A.   Extranet.

B.   Network access point.

C.   Portal.

D.   Search engine.

Q78   The most popular Internet service is

A.   e-mail.

B.   searching.

C.   linking.

D.   telephony.

Q79   Which of the following applications manages electronic mailing lists and automatically broadcasts messages to subscribers?

A.   Instant Messaging.

B.   Internet Relay Chat.

C.   Usenet.

D.   Listserv.

Q80   A good way to improve the performance of your computer is to

A.   increase the use of virtual memory because the paging technique increases the speed of the memory.

B.   increase the size of the swap file so you can use variable pages.

C.   install more RAM in the computer because the random access memory works faster than the hard disk.

D.   install a larger hard disk in the computer so you can store more swap files.

Q81   Hardware performance

A.   is independent of the operating system that is installed on the computer.

B.   is measured as the exact speed of the processor.

C.   refers to how fast the computer can perform the functions of input, processing, output, and storage.

D.   is not affected by components that do not match each other.

Q82   In the binary numbering system, one binary digit is called a

A.   byte.

B.   character.

C.   word.

D.   bit.

Q83   The most widely used character code is

A.   EBCDIC.

B.   HTML.

C.   ASCII.

D.   Unicode.

Q84   Which LAN standard is widely used for both large and small businesses?

A.   Ethernet.

B.   Biznet.

C.   LocalTalk.

D.   Category 5.

Q85   _____ protocols are used to make sure that modems can communicate with each other.

A.   TCP/IP

B.   MMT

C.   Modulation

D.   Oscillation

Q86   Because of their complexity, networks use an architecture that is divided into separate network

    A.   modules.

    B.   elements.

    C.   levels.

    D.   layers.

Q87   Which Ethernet version has the fastest transmission rate?

    A.   10BaseTbit.

    B.   Megabit.

    C.   Gigabit.

    D.   Ultrabit.

Q88   What do we call the high-capacity transmission lines that carry WAN communications?

    A.   Hearts.

    B.   Backbones.

    C.   Cores.

    D.   Negotiators.

Q89   Phrases such as "Contacting server" and "Receiving Data" that are shown in your browser's status line are indicators that

    A.   your PPP connection is working.

    B.   your router is functioning.

    C.   Transmission Control Protocol (TCP) is being used.

    D.   PSTN is the controlling protocol.

Section B: Match the following terms to their meanings.

> data, video conferencing, software, record, hardware, information, web cam, CD-ROM, field, hard disk.

Q91   The physical pieces of equipment in a computer system.   _____

Q92   A collection of programs needed to tell the computer what to do;   _____
they include Word, Excel and Windows.

Q93   An organized raw facts.   _____

Q94   Information.   _____

Q95   Cheap low-resolution camera that typically sits on top of a   _____
monitor.

Q96   Technology enabling multiple people to see and talk with each   _____
other.

_____

Q97   An optical storage device that can be read, but not written to.

Q98   The most common secondary storage device on most computer   _____
Systems.

Q99   An entity about which data is collected, such as a person or   _____
product.

Q100   One attribute of an entity, such as a name or address.   _____