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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION : DECEMBER - 2022
SEMESTER - III
Sub: Management Information System (MBA306)

Date: 20/12/2022   **Total marks: 60**   **Time: 10.00am to 12.30pm**

SECTION – I

Q. 1. **Fill in the blanks.**   **(5)**

1. RAM means _____ access memory.

   a) Read   b) Rational

   c) Random   d) Race

2. In _____ style, the leader / manager determines policy and directs the activity required to carry it out.

   a) autocratic   b) supportive

   c) both of these   d) none of these

3. In _____, operations Management are quite capable of tackling the decision making.

   a) Low Uncertainty   b) Risk situation

   c) Very Risky situation   d) Total Uncertainty

4. _____ are long-term aims to be achieved by an organization.

   a) Goals   b) Targets

   c) Objectives   d) None of these

5. When _____ prevails, only the Top Management can make decisions.

   a) low Uncertainty   b) risk situation

   c) very Risky situation   d) total Uncertainty

Q. 2. **Answer the following. (Any Two)**   **(20)**

1. Explain data processing in detail.
2. What are the advantages and disadvantages of Intranet?
3. Explain Hardware decisions for MIS.
4. What are the types and systems of decision making?

Q. 3. **Write notes on. (Any Two)**   **(10)**

1. Purpose of MIS.
2. The logical model of MIS.
3. Hardware

Q. 4.   Case Study (15)

At the very bottom of the decision-making rung are the operational managers. Operational managers, as we have seen, make decisions related to the day to day functioning of the organization. Thus, they operate in an atmosphere of near total certainty. They have full knowledge of the processes, the functioning of individuals and the day-today targets to be achieved. Since they make decisions in this atmosphere of certainty, the amount of information they require is basic and minimal. Their information needs are restricted to the output of men and machines within their span of control. Middle management makes decisions in an atmosphere of lesser certainty (greater uncertainty). Middle managers are concerned with decisions whose outcome may be uncertain or unpredictable with hundred percent accuracy. Therefore, they need a larger amount of information and the information they receive must be from a greater number of sources. Middle management will be less concerned with the output of a particular machine and more concerned with the performance of a particular department. The information required by middle management must be related to a greater span of time. Middle management is concerned with objectives in addition to targets, and therefore middle managers need information that will enable them to determine if the organization is moving towards the achievement of its objectives. Top management is active in an atmosphere of almost total uncertainty. At this level, it is difficult to determine the actual information requirements. In such situations, it may be necessary-to provide top management with the resources to call upon specific items of information as and when required, rather than to try and 'dump' all seemingly relevant information on the manager's table. Thus, the top management needs more of tools to query the information system on the basis of 'available when required' rather than 'it's there somewhere'. The information system must be designed in such a way that it is able to process and format the information on an instant basis, depending on the specific requirement of top management at that particular point in time.

1. What is the role of operational managers?
2. Explain the need of Top level management.
3. What are the requirements of middle level management?

Q. 5.   Answer the following: (10)

a)   What are the objectives of MIS?

OR

b)   Explain the generations of computers.

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