

NOVEMBER 2023  
EBS 451  
INFORMATION SYSTEM MANAGEMENT  
2 HOURS

Candidate's Index Number
Signature:

UNIVERSITY OF CAPE COAST  
COLLEGE OF EDUCATION STUDIES  
SCHOOL OF EDUCATIONAL DEVELOPMENT AND OUTREACH  
INSTITUTE OF EDUCATION

COLLEGES OF EDUCATION  
FOUR-YEAR BACHELOR OF EDUCATION (B.ED)  
FOURTH YEAR, END-OF-SECOND SEMESTER EXAMINATION, NOVEMBER 2023

6<sup>TH</sup> NOVEMBER 2023      INFORMATION SYSTEM MANAGEMENT      2:00 PM – 2:30 PM

This paper consists of two sections, A and B. Answer ALL the questions in Section A and TWO questions from Section B. Section A will be collected after the first 30 minutes.

SECTION A  
[20 MARKS]

Answer ALL the questions in this Section.

Items 1 to 20 are stems followed by four options lettered A to D. Read each item carefully and circle the letter of the correct or best option.

1. A school has an information system that it uses to record the attendance of its students. This is a type of ..... system.
  - A. decision support
  - B. management information
  - C. students processing
  - D. transaction processing
2. Information is said to be ..... when its readily available for use.
  - A. accurate
  - B. concise
  - C. prompt
  - D. timely
3. Information about students in a school information system is **not** adequate to facilitate management decision making. The information can be described as .....
  - A. inaccessible.
  - B. inaccurate.
  - C. incomplete.
  - D. incomprehensible.

4. A blanket term for any kind of computer software with bad or wicked intent is .....
  - A. malware.
  - B. spyware.
  - C. trojan.
  - D. virus.
  
5. Strategic management **mostly** use ..... systems.
  - A. decision support
  - B. executive support
  - C. management information
  - D. office automation
  
6. A type of information system that is used by middle level management to support its structured decision-making process is ..... system.
  - A. decision support
  - B. management information
  - C. office automation
  - D. transaction processing
  
7. E-banking is also known as ..... banking.
  - A. E-cash
  - B. E-finance
  - C. E-finance
  - D. internet
  
8. Products or services that can only be purchased, transferred, and delivered online is known as .....goods.
  - A. digital
  - B. electronic
  - C. non-tangible
  - D. online
  
9. The situation where people work from remote location, usually home, using computers, fax, telephone, etc., and electronically linking to work/office to perform similar work rather than moving to and from is .....
  - A. digital work.
  - B. E-work.
  - C. M-work.
  - D. telecommuting.
  
10. One of the following is **not** a well-known e-business site.
  - A. Hotmail.com
  - B. Jumia.com.gh
  - C. Melcomonline.com
  - D. Tonaton.com
  
11. Which type of ecommerce is about companies/organisations dealing with each other?
  - A. B2B
  - B. B2C
  - C. C2C
  - D. G2B

12. The **best** products to sell in a B2C e-commerce is .....
- A. clothing.
  - B. computers.
  - C. digital goods.
  - D. medicine.
13. Which of the following are customers **likely** to be uncomfortable to buy via e-commerce?
- A. Books
  - B. Furniture
  - C. Movies
  - D. Software
14. An organisation uses a system where data of the transactions are grouped and reports produced at the close of day. This kind of processing mode is called .....
- A. batch.
  - B. grouped.
  - C. hybrid.
  - D. real-time.
15. One of the following is **not** a feature of executive information system.
- A. It addresses non-routine decisions requiring judgment.
  - B. It is used by strategic managers.
  - C. It is non-interactive.
  - D. Users go through minimal procedures to obtain results.
16. All the following are features of Decision Support Systems **except** it .....
- A. has query capabilities and uses comprehensive database.
  - B. is used by all the levels of management.
  - C. relies on both internal information and external sources such as stock prices.
  - D. uses mathematical, statistical, analytical models and “what if analysis”.
17. Amazon and eBay are examples of .....
- A. B2B.
  - B. B2C.
  - C. C2B.
  - D. C2C.
18. People post items for sale on the Internet and other consumers bid to buy them. This type of e-commerce is known as .....
- A. B2B.
  - B. B2C.
  - C. C2C.
  - D. G2B.
19. Which of the following does **not** best describe the difference between data and information?  
Data is .....
- A. input and information is output.
  - B. not organized, but information is organized.
  - C. numeric and information is text or alphabetic.
  - D. raw, but information is processed.

20. Violating of copyright on software, and making an illegal (unauthorized) copy of software is known as .....
- A. cracking.
  - B. piracy.
  - C. theft.
  - D. vandalism.