

TEST BANK



Business Information Systems

fourth edition

Technology, Development & Management

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MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Which of the following is responsible for monitoring the performance of the system? 1) _____
- A) Outputs
 - B) Control
 - C) Feedback
 - D) Inputs
 - E) Processing
- 2) In terms of a system, raw materials, energy and labour power are examples of: 2) _____
- A) feedback
 - B) control
 - C) outputs
 - D) inputs
 - E) processing
- 3) Which of the following defines the scope of a system? 3) _____
- A) Environment
 - B) Suprasystem
 - C) Subsystem
 - D) Boundary
 - E) Interface
- 4) A system that little or no interaction with its environment is known as: 4) _____
- A) a closed system
 - B) an adaptive system
 - C) a probabilistic system
 - D) a deterministic system
 - E) a soft system
- 5) A system where all outputs can be predicted by examining inputs is known as: 5) _____
- A) a probabilistic system
 - B) a soft system
 - C) an adaptive system
 - D) a closed system
 - E) a deterministic system
- 6) A system that involves people or socio-technical situations is normally known as: 6) _____
- A) a closed system
 - B) a probabilistic system
 - C) a soft system
 - D) an adaptive system
 - E) a deterministic system
- 7) Which of the following is **not** one of the resources that support the use of information systems? 7) _____
- A) People resources

- B) Technical resources
- C) Hardware resources
- D) Software resources
- E) Data resources

- 8) A computer-based information system that attempts to apply human knowledge, reasoning and experience in order to solve a problem is known as: 8) _____
- A) a decision support system
 - B) an expert system
 - C) an information reporting system
 - D) a transaction processing system
 - E) an executive information system
- 9) The ability to provide information on demand, periodic and exception reports is typical of which kind of computer-based information system? 9) _____
- A) An executive information system
 - B) An expert system
 - C) A decision support system
 - D) An information reporting system
 - E) A transaction processing system
- 10) Which category of computer-based information system might be used by senior management to select, retrieve and manage information that can be used to support the achievement of an organisation's business objectives? 10) _____
- A) A decision support system
 - B) A transaction processing system
 - C) An expert system
 - D) An executive information system
 - E) An information reporting system
- 11) Integrating a company's information systems with those of its suppliers would be an example of which competitive strategy? 11) _____
- A) Locking in customers and suppliers
 - B) Increasing switching costs
 - C) Raising barriers to entry
 - D) Improving operational efficiency
 - E) Promoting business innovation
- 12) The competitive strategy of enhancing a product or service with an organisation's specialised information or expertise is known as: 12) _____
- A) promoting business innovation
 - B) increasing switching costs
 - C) information leadership
 - D) locking in customers and suppliers
 - E) raising barriers to entry
- 13) What kind of computer-based information system might be used to create a model of a situation so that 'what if?' questioning can be carried out? 13) _____
- A) An expert system

- B) An information reporting system
- C) An executive information system
- D) A decision support system
- E) A transaction processing system

- 14) When the outputs of a system cannot be predicted with complete accuracy, this is known as: 14) _____
- A) a soft system
 - B) an adaptive system
 - C) a probabilistic system
 - D) a closed system
 - E) a deterministic system
- 15) Which control type incorporates a prediction element? 15) _____
- A) Positive
 - B) Negative
 - C) Feedback
 - D) Feedforward
 - E) All of the above
- 16) In close coupled systems: 16) _____
- A) both systems have the same objective
 - B) the output of one system is the input of another
 - C) both systems use the same inputs
 - D) one system controls the operation of the other
 - E) similar outputs are produced
- 17) In which kind of system is it **not** possible to predict all outputs by examining its outputs? 17) _____
- A) Deterministic
 - B) Open Loop
 - C) Stochastic
 - D) Mechanistic
 - E) Adaptive
- 18) Which of the following is **not** one of the four layers making up the Internet economy? 18) _____
- A) Internet Commerce
 - B) Internet Service Providers
 - C) Internet Intermediaries
 - D) Internet Infrastructure
 - E) Internet Applications Infrastructure
- 19) Which of the following is **not** one of the five basic types of e-commerce activity? 19) _____
- A) Business-to-government (B2G)
 - B) Business-to-business (B2B)
 - C) Consumer-to-consumer (C2C)
 - D) Customer-to-business (C2B)
 - E) Business-to-consumer (B2C)
- 20) In the Virtual Value Chain, business transactions take place in the: 20) _____

- A) marketspace
- B) marketplace
- C) cybermarket
- D) meatspace
- E) e-space

- 1) C
- 2) A
- 3) D
- 4) A
- 5) E
- 6) C
- 7) B
- 8) B
- 9) D
- 10) D
- 11) A
- 12) C
- 13) D
- 14) C
- 15) D
- 16) B
- 17) C
- 18) B
- 19) D
- 20) A