



FINAL EXAMINATION

MARCH 2024

COURSE TITLE **MANAGEMENT INFORMATION SYSTEMS**

COURSE CODE **RMGT3213**

DATE/DAY **29 JUNE 2024 / SATURDAY**

TIME/DURATION **05:00 PM - 07:00 PM / 02 Hour(s) 00 Minute(s)**

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 7 Printed Pages including front page)

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This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

(20 Marks)

There are TWENTY (20) questions in this part. Answer ALL questions in the answer booklet provided.

1. What type of system provides managers with routine reports and summaries of business operations?
 - A. Decision Support Systems (DSS).
 - B. Executive Support Systems (ESS).
 - C. Group Support Systems (GSS).
 - D. Management Information Systems (MIS).
2. Supply Chain Management Systems (SCM) optimize the flow of products, services, and information from _____ to _____.
 - A. customers; suppliers
 - B. suppliers; customers
 - C. manufacturers; retailers
 - D. retailers; manufacturers
3. E-commerce primarily focuses on which aspect of business activities?
 - A. Government transactions.
 - B. Internal organizational processes.
 - C. Buying and selling goods and services online.
 - D. Communication within the organization.
4. Which system allows users to interact with each other in a simulated environment, often used for training, meetings, or social gatherings?
 - A. Virtual worlds.
 - B. Wikis.
 - C. Social networking.
 - D. Internet-based collaboration environments.

5. _____ focus on the ethical considerations regarding the proper use and dissemination of information in the information age.
- A. Property rights and obligations
 - B. Accountability and control
 - C. Information rights and obligations
 - D. Quality of life
6. Which concept involves answerability for the consequences of one's actions or decisions, often accompanied by the obligation to report, explain, or justify those actions?
- A. Responsibility.
 - B. Accountability.
 - C. Liability.
 - D. Due process.
7. Which ethical principle advocates treating others as you would like to be treated, emphasizing empathy and fairness?
- A. Golden Rule.
 - B. Immanuel Kant's Categorical Imperative.
 - C. Descartes' rule of change/ slippery slope rule.
 - D. Utilitarian Principle.
8. Patents provide inventors with exclusive rights to their inventions for a set period, typically _____ years from the date of filing.
- A. 10
 - B. 20
 - C. 30
 - D. 50
9. Vulnerability of systems can arise from the possibility of unforeseen events such as natural disasters or accidents. This vulnerability is categorized as:
- A. Disasters.
 - B. Accessibility of networks.
 - C. Use of networks/computers outside of the firm's control.
 - D. Loss and theft of portable devices.

10. Which internet vulnerability arises when a network lacks proper authentication measures, allowing unrestricted access to anyone?
- A. Unencrypted VOIP.
 - B. The network is open to anyone.
 - C. E-mail, P2P, IM.
 - D. Firewall misconfiguration.
11. What activity involves individuals using portable devices to search for and log the locations of wireless networks, potentially leading to unauthorized access and data breaches?
- A. Warfaring.
 - B. Wardialing.
 - C. Wardriving.
 - D. Warping.
12. A type of malware disguised as legitimate software but contains malicious code designed to perform unauthorized actions on a user's system is called a _____.
- A. trojan horse
 - B. sniffer
 - C. spyware
 - D. SQL injection
13. The Internet and Web offer _____, allowing users to actively participate, share feedback, and engage with content or services.
- A. ubiquity
 - B. global reach
 - C. interactivity
 - D. universal standards
14. Digital markets are characterized by which of the following?
- A. Physical storefronts.
 - B. Brick-and-mortar establishments.
 - C. Traditional payment methods.
 - D. Online transactions and exchanges.

15. Which e-commerce business model focuses on providing a variety of services such as email, search engines, and news aggregation?
- A. Portal.
 - B. E-tailer.
 - C. Content provider.
 - D. Transaction broker.
16. Which e-commerce revenue model entails offering basic services for free while charging for premium features or enhanced functionality?
- A. Free/Freemium.
 - B. Transaction fee.
 - C. Affiliate.
 - D. Advertising.
17. Which stage of the knowledge management value chain focuses on organizing and maintaining knowledge in a structured format for easy retrieval and access?
- A. Knowledge dissemination.
 - B. Knowledge storage.
 - C. Knowledge application.
 - D. Knowledge acquisition.
18. Which type of knowledge management system focuses on integrating and managing knowledge across an entire organization, typically utilizing technology platforms like intranets and databases?
- A. Enterprise-wide knowledge management systems.
 - B. Knowledge work systems (KWS).
 - C. Intelligent techniques.
 - D. Knowledge acquisition systems.
19. Semi-structured documents in an enterprise contain elements of both structured and unstructured data, often found in formats such as _____.
- A. spreadsheets and databases
 - B. word documents and presentations
 - C. email communications and memos
 - D. training manuals and guidelines

20. Which subset of artificial intelligence focuses on developing algorithms that allow computers to learn from data and improve over time without being explicitly programmed?
- A. Machine learning.
 - B. Neural networks.
 - C. Intelligent agents.
 - D. Hybrid AI systems.


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SECTION B

(40 Marks)

There are FOUR (4) questions in this part. Answer ALL questions in the answer booklet.

1. Ethical principles in information systems play a critical role in guiding behaviour, decision-making, and responsible use of technology. Describe **FIVE (5)** moral dimensions of the information age. (10 marks)
2. System vulnerability refers to a weakness in a computer system or network that can be exploited by a threat actor, such as a hacker, to gain unauthorized access or cause harm. Identify **FIVE (5)** reasons systems are vulnerable. (10 marks)
3. A marketplace is an open space where businesses compete to buy and sell goods or services, often located in a town or an open space where a market was once held. It can also refer to online marketplaces. Explain **FIVE (5)** effects of the internet on the marketplace. (10 marks)
4. Describe **FIVE (5)** key features of learning management systems (LMS). (10 marks)

***** END OF QUESTION PAPER *****