

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Chance Examination-2079  
Bachelor of Business Administration (BBA)  
Semester - VI

R.No. ....

Subject: Management Information System  
Full Marks: 100 Pass Marks: 50

Course Code: MGT 461  
Time: 3:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers.*

1. The hackers who do hacking for good intent to identify the vulnerability of any organization is called:
  - a. black hat hacker
  - b. cracker
  - c. legal team
  - d. white hat hacker
2. MIS feeds in data from:
  - a. Website
  - b. TPS
  - c. Share market
  - d. None of the above
3. What prevents recovering data in the case of loss?
  - a. Data set
  - b. Data algorithm
  - c. Data back up
  - d. All of the above
4. The process of regaining access and functionality to its IT infrastructure after events like a business disruption is called:
  - a. disaster overcome
  - b. disaster sustain
  - c. disaster recovery
  - d. disaster resistance
5. Decision making at strategic level is:
  - a. more structured
  - b. more unstructured
  - c. more Semi-structured
  - d. none of the above
6. OLAP stands for:
  - a. Online Analytical Processing
  - b. Online Load and program
  - c. Online Process
  - d. None of the above
7. A set of tasks that are all run with the intention to improve database is called:
  - a. Database planning
  - b. Data gathering
  - c. Database Maintenance
  - d. All of the above
8. Data mining is the process of:
  - a. Discovering knowledge from the available data
  - b. Destroying the data
  - c. Gathering data from external parties.
  - d. None of the above.
9. DBMS stands for:
  - a. Database Management System
  - b. Decision Management System
  - c. Data Management System
  - d. None of the above
10. Resources of information system can be:
  - a. People
  - b. Data
  - c. Software
  - d. All of the above

11. Data backup type can be:
- a. full back up
  - b. differential back up
  - c. incremental back up
  - d. all of the above
12. If a software development and roll out is done version wise, such development refers to:
- a. sequential model
  - b. ad-hoc model
  - c. iterative model
  - d. all of the above
13. If a hacker destroys the website of any organization, it refers to:
- a. fund transfer
  - b. financial gain
  - c. reputation gain
  - d. cyber vandalism
14. NTFS is an example of:
- a. database System
  - b. file System
  - c. software development
  - d. none of above
15. Primary key is a:
- a. unique key
  - b. duplicate key
  - c. both a and b
  - d. none of the above



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**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

*Answer any EIGHT questions:*

1. What is information system? Define the significance of MIS in business process.
2. Compare and contrast between Hierarchical and Network structure of database system.
3. What are the reasons behind investing huge amount of money to setup information system in every organization? Explain.
4. Define and describe ethical and social issues of information system.
5. Who is system analyst? Describe the characteristics of system analyst.
6. The process of selecting an appropriate model for system development is one of the complicated tasks to decision makers on business organization. List the different models of system development and describe why decision markers choose prototype for their organization.
7. Data warehouse and data mining are interrelated on database environment. Explain the role played by the data warehouse and data mining on an organization to perform daily activities.
8. Explain risk management for information security.
9. Explain the three different types of a decision structure.
10. What do you understand by Enterprise Portal? How does it help in decision support?

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

*Answer any THREE questions:*

11. Explain the different phases of SDLC model with deliverables at each phase.
12. Why is DBMS preferred over flat-file system? Discuss the advantages and disadvantages of database systems.
13. Discuss the toughest management challenges in developing IT solutions to solve the business problem and meet new business opportunity.
14. Define the main objectives of information system on organization. What are the different types of information system available on real world? Explain the uses of those information systems in the different levels of organization.
15. Explain the different technological tools for information system security.

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the case given below and answer the following questions:

The information processing tools that Dell uses include computers, the internet, maps, spreadsheets, models, and databases. For the operational level of Dell, the most appropriate tool for information processing is maps. Through the said information processing tool, decisions on how to operate the organization can be initialized and made. Maps can be used to determine which country/place information will be acquired from, it can also assist in determining the demographic level of people and information will be gathered. Maps can be in the form of charts that can also provide necessary information. The information gathered in turn can assist in helping to decide how an organization will be operated. For the tactical level of Dell, the most appropriate tool for information processing is databases. Through the said information processing tool, the records that can assist in finding out the strength and weakness of the company can be used to determine the tactic that will be



internet or World Wide Web. Through the internet, trends and strategies by other companies can be known. After analyzing the trends and strategies used by other companies, an appropriate strategy can be formulated to use by the organization.

Individual businesses need, first and foremost, an efficient inventory control system. This implies the minimum amount of inventory that will provide the consumers with what they need whenever and wherever they need it. Effectiveness of the inventory system means basically having an inventory mix that is most likely successful in satisfying consumer needs (Samli & Sirgy, 1995). The inventory control systems used by Dell is up to date and reliable to prevent problems to arise. The inventory system of Dell makes sure that anything the consumer need will be available to them at any given time. It is also what the company uses to know if certain products are still available or misuse of the inventory system may cost problems to the company.

Management information system involves the information system and the organization. Dell benefits a lot from the management information system. The system helps the company create strategies that will help the company conquer any problems and threats from competitors. The system also assists the company in processing the needed information. Management Information Systems also helps a company to create or update its inventory control system.

Since the MIS of a company is a vital part of its operations and its survival in the modern world, it must be well updated and it must compete well with MIS's competitors. The MIS of a company should be created from high standards so that it can be of stiff competition against its counterparts. The MIS system should help the company to achieve its goals and assist the company in reaching its potential.

**Questions:**

- a. In the light of the case, explain how Dell is benefitted from information processing tool used in operational level, tactical level and strategic level.
- b. Why do you think inventory control system is important? Explain with the context of the above case study of Dell?
- c. How does Dell get benefitted from MIS and what recommendations you would like to give to have good MIS in any organization?

**THE END**

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Course Code: MGT 464  
Time: 3:00 Hours

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers.*

1. Project Management has/is .....
  - a. The main task of optimization
  - b. Responsible for overseeing a change
  - c. Consistent set of tasks
  - d. Works in "Permanent" set of organizational Structures.
2. Which one is INCORRECT about Project?
  - a. Has no specific goal
  - b. Is a set of activities which produces Unique product, service or result
  - c. Is Temporary in nature
  - d. Includes people who don't work together.
3. Which one is TRUE about traditional Project Management?
  - a. High volume, high-variety activity
  - b. Low volume, high-variety activity
  - c. High volume, low-variety activity
  - d. Low volume, low-variety activity
4. Which one of them is NOT an issue of Project Management?
  - a. Ready, Fire, aim
  - b. It won't work here!
  - c. It's not in my head
  - d. It's all just common sense, isn't it?
5. Which one is NOT a form of OUTPUT, which is described as 'satisfied need'?
  - a. Change control
  - b. Converted information
  - c. Tangible product
  - d. Changed people
6. Which era is considered to be the 2<sup>nd</sup> generation of Project Management?
  - a. Pre-1950s
  - b. 1950s – 1980s
  - c. 1990s
  - d. 2000s
7. Which phases of project life cycle consumes highest level of cost & resources?
  - a. Define Stage
  - b. Designing Stage
  - c. Do Stage
  - d. Development Stage.
8. An individual/team who "promotes particular ideas and attempt to obtain the necessary resources from the organization to progress projects with good potential" is:
  - a. project manager
  - b. project champion
  - c. stakeholder
  - d. early adopters.



9. For which one of the following reasons, it is important to get time estimate right?
- For setting of deadlines for delivery and planning of projects
  - For determining the pricing of contracts
  - Both a & b
  - None of the above.
10. Which one of the followings "Time Estimates" mechanism has "Moderate Accuracy"?
- Rough/finger-in the-air/ballpark
  - As-buts
  - ..... to finish
  - Detailed estimates.
11. "The second activity cannot finish until the first has started" is a feature of which one type of activity?
- finish-to-start
  - start-to-start
  - start-to-finish
  - finish-to-finish.
12. "Fishbone Diagram" refers to/ is related with:
- Cause and Effect of the problem
  - Critical activity
  - Dependency
  - None of the above.
13. "Critical Path" is defined as/characterized by:
- Minimum duration
  - Maximum duration or minimal float
  - Additional time for the project activity when delayed
  - None of the above.
14. Which one of the followings is NOT a form of "Active Communication Method"?
- Face to Face meeting
  - Webinars
  - Websites
  - Stand up presentations
15. Through delegation, a manager is able to:
- Divide the work and allocate it to subordinates
  - achieve project goals and objectives in an efficient manner
  - Reducing the work load
  - All of the above.



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**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. Define project. Explain the major characteristics of project. [2+3]
2. What is Project Model? Explain the concept with figure representation. [2+3]
3. What are the four stages of Project Life Cycle? Illustrate with a figure. [5]
4. What is resource coordination? How do you make aggregate resource planning? [2+3]
5. What is Gantt Chart? What relationship does the Gantt Chart show? [1+4]
6. What can you do to improve the way you manage the risk in projects? Explain. [5]
7. Explain how "gaining a project champion" would help to get support from stakeholders. [5]
8. Listening is a critical part of communication. Identify and explain the major actions to improve listening skills. [5]
9. Build a Network Diagram for: [5]

Work	A	B	C	D	E	F	G	H
Precedence	/	/	/	A	A, B	E, C	D, E	G, F

10. Write short notes (On any two): [2.5+2.5]
  - a) Control chart
  - b) Pareto diagram
  - c) Fish bone diagram

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. Define project management. Explain the major responsibilities of project managers towards the different stakeholders. [2+8]
12. What is project planning? Discuss the major areas of project planning. [2+2+6]
13. What do you mean by small scale industries? Explain the advantages of small scale industries. [5+5]
14. What is delegation? Discuss the basic steps of a successful delegation. [4+6]
15. A project schedule has the following characteristics: [10]

<b>Activity</b>	1-2	1-3	2-4	3-4	3-5	4-9	5-6	5-7	6-8	7-8	8-10	9-10
<b>Duration/Weeks</b>	4	1	1	1	6	5	4	8	1	2	5	7

- a. Construct a Network diagram. [2.5]
- b. Compute Earliest Event Time & Latest Event Time. [2.5]
- c. Determine the Critical Path and Total Project Duration. [2.5]
- d. Compute Total and Free Float for each activity. [2.5]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the case given below and answer the following questions:

**Too Close, Yet So Far !!!**

The Melamchi Water Supply Project (MWSP) is considered to be the most viable long-term alternative to ease the chronic water shortage situation within the Kathmandu Valley. The Project is designed to divert about 170 MLD of fresh water to Kathmandu Valley from the Melamchi River in Sindhupalchowk district, through a

tunnel of length approximately measuring 27 Km. Further, this water supply will be increased by adding about a further 170 MLD each from the Yangri and Larke rivers, which lie in the upstream proximity of Melamchi in 2<sup>nd</sup> phase of this project.

The Government started Melamchi Water Supply Project in December 2000, to solve the chronic drinking water shortage in valley on a sustainable manner and still it is under construction as of 2020.

The project is funded by international donor agencies; whereby some of the agencies which committed for financing the project withdrew-citing human rights concerns during Maoist insurgency & country's destabilized political environment. Persevering in its commitment, the Government of Nepal succeeded in convincing its other financial partners (donor agencies, esp. Asian Development Bank) to bridge the shortfall financing and the project construction resumed. In the event of construction, the project had to change its main contractors several times due to their incompetency and inability to carry out the tunnel works; similarly, natural calamities like mega-earthquake of April-2015 hampered the progress, leading to financial overburden. In the later stage, the Chinese company, Sinohydro Corporation, has been carrying out the construction work. The Chinese firm is supposed to complete the tunnel construction before Dashain this year.

**Questions:**

- a. What led to delaying in completion of Melamchi Water Supply Project? Write about the risk, constraints and challenges, in context of this project.
- b. What would be your suggestion for carrying out the 2<sup>nd</sup> phase of project related to adding water supply from the Yangri & Larke rivers, in order to avoid the fate of the 1<sup>st</sup> phase of Melamchi Project?

**THE END**