

Package Title: Reading Questions
Course Title: Rainer MIS 4e
Chapter Number: 1

Question Type: True/False

1) Information technology collects, processes, stores, analyzes, and disseminates information for a specific purpose.

Answer: False

Title: Reading Question 1.01
Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: Introduction
Difficulty: Medium
Bloom's Code: Knowledge

2) Information technologies are only important to large businesses.

Answer: False

Title: Reading Question 1.02
Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.
Section Reference: Introduction
Difficulty: Easy
Blooms Code: Knowledge

Question Type: Multiple Choice

3) Which of the following statements regarding informed users of information system (IS) and information technology (IT) is true?

- a) Informed users almost invariably work for the IT department.
- b) Being an informed user is less important today than it was in the past because IT providers offer extensive help and support.
- c) Most employees who have experience surfing the Web or working with computers qualify as informed users.
- d) Informed users enhance an organization by providing feedback regarding the applications and technologies used by the organization.

Answer: d

Title: Reading Question 1.03

Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Medium

Bloom's Code: Comprehension

Question Type: True/False

4) In addition to traditional IT jobs such as programmers and designers, many new jobs are available in areas such as e-commerce and network security.

Answer: True

Title: Reading Question 1.04

Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

Bloom's Code: Knowledge

Question Type: Multiple Choice

5) The executive in charge of the IS field is the:

- a) chief executive officer.
- b) chief information officer.
- c) chief financial officer.
- d) chief operating officer.

Answer: b

Title: Reading Question 1.05

Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Easy

Bloom's Code: Knowledge

Question Type: Multiple Choice

6) Which of the following is NOT a reason why managing information systems (IS) is a complex task?

- a) Information systems have strategic value to organizations.
- b) Information systems are very expensive to acquire, operate, and maintain.
- c) The MIS department owns the computing resources in a company.
- d) End users share the responsibility for the information systems with the MIS department.

Answer: c

Title: Reading Question 1.06

Learning Objective: 1.1 Identify the reasons why being an informed user of information systems is important in today's world.

Section Reference: 1.1 Why Should I Study Information Systems?

Difficulty: Hard

Bloom's Code: Comprehension

7) Which of the following are the information technology components of a computer-based information system (CBIS)?

- a) Hardware and procedures
- b) Software and database
- c) Procedures and networks
- d) Procedures and software

Answer: b

Title: Reading Question 1.07

Learning Objective: 1.2. Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

Bloom's Code: Knowledge

Question Type: Multiple Choice

8) Which of the following is a program or a collection of programs that enable the hardware to process data?

- a) Hardware
- b) Software
- c) A database
- d) A network

Answer: b

Title: Reading Question 1.08

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

Bloom's Code: Knowledge

Question Type: Multiple Choice

9) Which of the following is NOT considered a major capability of information systems?

- a) They provide fast, accurate communication and collaboration within and among organizations.
- b) They interpret vast amounts of data quickly and efficiently.
- c) They automate manual tasks but not semiautomatic business processes.
- d) They perform high-speed, high-volume, numerical computations.

Answer: c

Title: Reading Question 1.09

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Hard

Bloom's Code: Knowledge

Question Type: True/False

10) Functional area information systems are those that integrate all areas of the company.

Answer: False

Title: Reading Question 1.10

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems
Difficulty: Easy
Bloom's Code: Knowledge

Question Type: True/False

11) Enterprise resource planning systems and transaction processing systems have separate systems for each department.

Answer: False

Title: Reading Question 1.11

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Easy

Bloom's Code: Knowledge

Question Type: Multiple Choice

12) Two information systems that support an entire organization are:

- a) transaction processing systems and functional area information systems.
- b) enterprise resource planning systems and transaction processing systems.
- c) functional area information systems and inter-organizational information systems.
- d) supply chain management systems and e-commerce systems.

Answer: b

Title: Reading Question 1.12

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems:

Difficulty: Medium

Bloom's Code: Knowledge

Question Type: Multiple Select

13) For which of the following functions do sales and marketing professionals use information technology? (select all that apply)

- a) Process analysis
- b) Promotion analysis
- c) Site analysis
- d) Payment analysis
- e) All of these options

Answer: b,c

Title: Reading Question 1.13

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

Bloom's Code: Comprehension

Question Type: Multiple Choice

14) Which of the following flows is included in a supply chain?

- a) Virtual flows
- b) Information flows
- c) Report flows
- d) Human resource flows

Answer: b

Title: Reading Question 1.14

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

Bloom's Code: Knowledge

15) Expert systems:

- a) summarize data and prepare reports.
- b) provide computer-based support for complex, nonroutine decisions.
- c) apply reasoning, knowledge, and proficiency within a specific domain.
- d) provide rapid access to timely information and direct access to structured information.

Answer: c

Title: Reading Question 1.15

Learning Objective: 1.2 Describe the various types of computer-based information systems in an organization.

Section Reference: 1.2 Overview of Computer-Based Information Systems

Difficulty: Medium

Bloom's Code: Comprehension

16) IT affects middle managers by:

- a) reducing the number of people who can report to them.
- b) increasing the number of managers needed in a department.
- c) increasing their productivity.
- d) increasing their opportunities for promotion.

Answer: c

Title: Reading Question 1.16

Learning Objective: 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Easy

Bloom's Code: Comprehension

17) Ergonomics will affect employees by:

- a) creating new employment opportunities for people with disabilities.
- b) creating an environment that is safe, well-lit, and comfortable.
- c) increasing the need for clerical level staff.
- d) adding new reporting structures for managers.

Answer: b

Title: Reading Question 1.17

Learning Objective: 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

Bloom's Code: Comprehension

Question Type: Multiple Select

18) In which of the following ways does IT change a middle manager's job? (select all that apply)

- a) Increased productivity
- b) Decreased stress
- c) Increased need for onsite supervision
- d) Increased number of employees reporting to a single manager
- e) Decreased time frames for making decisions

Answer: a, d, e

Title: Reading Question 1.18

Learning Objective: 1.3 Discuss ways in which information technology can affect managers and nonmanagerial workers.

Section Reference: 1.3 How Does IT Impact Organizations?

Difficulty: Medium

Bloom's Code: Comprehension

19) Which of the following is a negative societal effect associated with the increased use of information technology?

- a) IT can provide opportunities for people with disabilities.
- b) IT can improve healthcare.
- c) IT can provide flexibility in the workplace.
- d) IT can place employees on constant call.

Answer: d

Title: Reading Question 1.19

Learning Objective: 1.4 Identify positive and negative societal effects of the increased use of information technology.

Section Reference: 1.4 Importance of Information Systems to Society

Difficulty: Medium

Bloom's Code: Comprehension

20) In which of the following ways does IT affect society?

- a) Employees have flexibility in terms of work hours and locations.
- b) Employees have an increased amount of leisure time.
- c) Robots are replacing employees as decision makers.
- d) None of these options

Answer: a

Title: Reading Question 1.20

Learning Objective: 1.4 Identify positive and negative societal effects of the increased use of information technology.

Section Reference: 1.4 Importance of Information Systems to Society

Difficulty: Medium

Bloom's Code: Comprehension

Question Type: True/False

21) Electronic mail has contributed to a decrease in the volume of first-class mail.

Answer: True

Title: Reading Question 1.21

Learning Objective: 1.3 How Does IT Impact Organizations?

Section Reference: Closing Case 1

Difficulty: Easy

Bloom's Code: Knowledge

22) Delivery services prevent small businesses from competing with giant online retailers.

Answer: False

Title: Reading Question 1.22

Learning Objective: 1.3 How Does IT Impact Organizations?

Section Reference: Closing Case 2

Difficulty: Easy

Bloom's Code: Knowledge