

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.) (071)
EXAMINATION: DECEMBER - 2025
SEMESTER - V

Sub.: Management Information System (MIS) (BBA15-513/BBA22-513/ BBA23-511)

Date : 19/12/2025

Total Marks : 60

Time: 10.00 am To 12.30 pm

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

- _____ is data that has been processed in such a way as to be meaningful to the person who receives it.
 - Information
 - Data
 - Ore
 - None of these
- _____ was introduced by research and analysis firm GARTNER in 1990,
 - ERP
 - SCM
 - CRM
 - PLM
- _____ relates to description, definition, or perspective.
 - Information
 - Wisdom
 - Knowledge
 - All of these
- _____ role involves stepping in to calm matters, evaluate, re-allocate, support.
 - Disseminator
 - Spokesman
 - Initiator
 - Disturbance handler
- _____ has been defined as a process, a function, a profession dealing with the activity of getting the work done with and through people.
 - Management
 - Information
 - System
 - None of these

Q. 2. State True / False (05)

- Data is raw material for data processing.
a) True b) False
- A system is an integrated set of components, or entities, that interact to achieve a particular function or goal.
a) True b) False
- Reverse supply chain or reverse logistics is not the process of managing the return of goods.
a) True b) False
- SCM is the management of a network of interconnected businesses involved in the ultimate provision of product and service packages required by end customers.
a) True b) False
- Explicit knowledge is represented by facts.
a) True b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Sources of Information.
2. Herbert-Simon's model of Decision making
3. Basic characteristics of any system.
4. Negative feedback
5. Four modes of knowledge conversion.

Q. 4. Answer in detail (Any Two) (20)

1. Explain conceptual view of MIS in detail.
2. What are the ten managerial roles by Mintzberg?
3. Explain the types of decisions.
4. What are the types of System?

Q. 5. Case study (15)

E-Learning is the term given to teaching and learning with the use of World Wide Web technologies. It is The delivery of a learning, training or education program by electronic means. E-learning involves the use of a computer or electronic device (e.g. a mobile phone) in some way to provide training, educational or learning material. E-learning can involve a greater variety of equipment than online training or education, for as the name implies, "online" involves using the Internet or an Intranet. CD-ROM and DVD can be used to provide learning materials. Distance education provided the base for e-learning's development. E-learning can be "on demand". It overcomes timing, attendance and travel difficulties. E-learning applications and processes include Web-based learning, computer-based learning, virtual classrooms and digital collaboration. Content is delivered via the Internet, intranet/extranet, audio or video tape, satellite TV, and CD-ROM. It can be self paced or instructor led and includes media in the form of text, image, animation, streaming video and audio.

Additional advantages of computer-based training over traditional classroom training include the ability to:

1. Pay less per credit hour
2. Reduce overall training time
3. Spread training out over extended periods of time (even months)
4. Bookmark progress (computer remembering where the student left off so they can resume the courses from there)
5. Remain in one location (e.g., home, office, airport, coffee shop, etc.) with no need to travel (also reduces the cost of transportation to physical classrooms and benefits environment).
6. Participate in class activities when convenient (not tied to class meeting times)
7. Access public content such as webcasts or other course content
8. Access courses from a variety of locations
9. Communication technologies used in e-learning
10. Communication technologies are generally categorized as asynchronous or synchronous.
11. Virtual classrooms and meetings can often use a mix of communication technologies.
12. In many models, the writing community and the communication channels relate with the E-learning and the M-learning communities.

Questions:

1. Explain the advantages of computer-based training.
2. Describe the term Distance education.
3. What is E Learning?