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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.) (071)
EXAMINATION: MAY - 2026
SEMESTER - V
Sub.: Management Information System (MIS) (BBA23-511)

Date : 25/05/2026
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)**
1. Information is:

a) Raw material	b) Processed data
c) Unstructured data	d) None of these
 2. MIS stands for:

a) Management Integrated System	b) Management Information System
c) Machine Information System	d) Manual Info System
 3. Data originates from:

a) Internal sources only	b) External sources only
c) Both	d) None
 4. Data means

a) Processed information	b) Knowledge
c) Decisions	d) Raw facts
 5. MIS is based on

a) Database	b) Hardware only
c) Manual files	d) None
- Q. 2. State True / False (05)**
1. Pareto principle is 80/20.

a) True	b) False
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 2. Choice phase selects solution

a) True	b) False
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 3. Bounded rationality means unlimited thinking.

a) True	b) False
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 4. SCM excludes customers.

a) True	b) False
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 5. Closed systems interact heavily

a) True	b) False
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- Q. 3. Write Short notes on (Any Three) (15)**
1. Tools for decision-making
 2. Business Intelligence
 3. Types of information
 4. Components of a system
 5. Attributes of good information
- Q. 4. Answer in detail (Any Two) (20)**
1. Explain the concept of MIS.
 2. What are the Henri Fayol's 14 principles of management.
 3. Describe Simon's Decision-Making Model in detail.
 4. Explain characteristics of MIS.

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. E-Learning can provide following benefits for the organizations and individuals involved.

1. Improved performance: A 12-year analysis of research by the U.S. Department of Education found that higher education students in online learning generally performed better than those in face-to-face courses.
2. Increased access: Instructors of the highest calibre can share their knowledge across borders, allowing students to attend courses across physical, political, and economic boundaries. Recognized experts have the opportunity of making information available internationally, to anyone interested at minimum costs.
3. Convenience and flexibility to learners: In many contexts, eLearning is self-paced and the learning sessions are available 24x7. Learners are not bound to a specific day/time to physically attend classes. They can also pause learning sessions at their convenience. High technology is not necessary for all online courses. Basic internet access, audio, and video capabilities are common requirements. Depending on the technology used, students can begin their courses while at work and finish those at an alternate internet equipped location.
4. To develop the skills and competencies needed in the 21st century, in particular to ensure that learners have the digital literacy skills required in their discipline, profession or career. Bates states that a major argument for eLearning is that it enables learners to develop essential skills for knowledge-based workers by embedding the use of information and communications technologies within the curriculum. He also argues that using eLearning in this way has major implications for course design and the assessment of learners. 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

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10. Communication technologies are generally categorized as asynchronous or synchronous. Asynchronous activities use technologies such as blogs, wikis, and discussion boards. The idea here is that participants may engage in the exchange of ideas or information without the dependency of other participants involvement at the same time. Electronic mail (Email) is also asynchronous in that mail can be sent or received without having both the participants' involvement at the same time. Synchronous activities involve the exchange of ideas and information with one or more participants

during the same period of time. A face to face discussion is an example of synchronous communications. Synchronous activities occur with all participants joining in at once, as with an online chat session or a virtual classroom or meeting.

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. Both the communities provide a general overview of the basic learning models and the activities required for the participants to join the learning sessions across the virtual classroom or even across standard classrooms enabled by technology. Many activities, essential for the learners in these environments, require frequent chat sessions in the form of virtual classrooms and/or blog meetings. Lately context-aware ubiquitous technology has been providing an innovative way for written and oral communications by using a mobile device with sensors and RFID readers and tags.

Questions:

1. What are the benefits of E-Learning to organizations?
 2. Describe the additional advantages of computer-based training over traditional classroom training.
 3. What is the role of E learning in distance education?
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