

FINAL
Examination Paper

(COVER PAGE)

Session : January/February 2016

Programme : Diploma In Hotel Management (DHM)
Diploma In Culinary Arts (DCA)

Course : DHM1100/DCA1102: Information System

Date of Examination : 11 March 2016 (Friday)

Time : 8:00am – 10:00am

Duration : 2 Hours Reading Time : Nil

Special Instructions- :

SECTION A: There are **TWENTY (20)** questions in this section. Answer **ALL** questions.

SECTION B: This paper consists of **FOUR (4)** questions. Answer any **THREE (3)** questions in the answer booklet provided. All questions carry equal marks.

IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL

Materials Permitted : Nil

Materials Provided : OMR Sheets, Answer Booklet

Examiner(s) : Ms. Koagella Utandy

Moderator : Mr Tang Yang Tze

This paper consists of 7 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DHM1100/DCA1102:INFORMATION SYSTEM
FINAL EXAMINATION: JANUARY 2016 SESSION

SECTION A (40 Marks)

There are **TWENTY (20)** questions in this section. Answer **ALL** questions.

1. The system that processes customers' orders, prepares production schedules, performs quality assurance and prepares shipping documents is called _____.
 - A. manufacturing operations
 - B. inventory control system
 - C. marketing system
 - D. e-commerce (electronic commerce)

2. The system that finds the optimal course of action and answer "What if" question is called a _____.
 - A. dynamic support system
 - B. decision support system
 - C. group support system
 - D. software inventory system

3. The four main operations of an information system are input, _____, output, and storage.
 - A. data manufacturing.
 - B. data accessing.
 - C. data processing.
 - D. data calculating.

4. Which of the following is **NOT** a reason that information is important?
 - A. Information is one of the three key components of MIS (Management Information System).
 - B. Knowledge can be a source of income.
 - C. We are in the information age, a time when knowledge is power.
 - D. Knowledge comes from having timely access to information and knowing what to do with it.

5. What are raw facts that describe a particular phenomenon?
 - A. Data
 - B. Information
 - C. Dimension
 - D. None of the above

6. In a grocery store, the clerk scans the bar code on an item, which is transmitted to the computer the actual scanner device is an example of the _____ component of an Information System (IS).
- A. procedures
 - B. hardware
 - C. software
 - D. data
7. Procedures are typically documents in manuals written by _____.
- A. computer specialists
 - B. end users
 - C. Microsoft
 - D. service providers
8. _____ is the standard language for processing a database.
- A. Sybase
 - B. Hypertext Markup Language(HTML)
 - C. Structured Query Language
 - D. Dynamic HTML
9. _____ is the software that assists in creating and maintaining databases.
- A. Database Management System(DBMS)
 - B. Knowledge Management System
 - C. Metadata
 - D. Database application system
10. _____ are primarily used to enter new records and to make changes to existing record.
- A. reports
 - B. tables
 - C. queries
 - D. forms
11. _____ depends on knowing when and how to use computers, capable to communicate information and to interconnect people through information technology.
- A. Information Society
 - B. Information Age
 - C. Productivity
 - D. Reengineering
12. _____ is characterized by the transformation of earlier tools and work processes so that lead to more productivity and effectiveness.
- A. Open System
 - B. Information Age
 - C. Productivity
 - D. Business Information

13. _____ a measure of the amount of work that can be accomplished with a certain level of effort.
- A. Knowledge based
 - B. Business Information
 - C. Communication Network
 - D. Shared System
14. _____ is the reshaping of business processes to remove barriers that prohibit and organization from providing better products and services.
- A. Productivity
 - B. Business Information
 - C. Communication Network
 - D. Business Process Reengineering (BPR)
15. A database in which the data are structured in form of table (row / column) called as _____.
- A. Relational database
 - B. Record
 - C. Attribute
 - D. Entity
16. _____ used to refer to a wide variety of items and abilities used in the creation, storage, and dispersal of data and information.
- A. Open System
 - B. Computer-Aided Systems Engineering (CASE)
 - C. Communication Network
 - D. Business Process Reengineering (BPR)
17. _____ is a set of stations, consisting of hardware, programs, and information, which are linked together to transmits and receives data or information.
- A. Open System
 - B. System
 - C. Shared System
 - D. Reengineering

18. _____ is a database procedure that allow individuals to access a database only when no other person or application is processing the data.
- A. Database Management System (DBMS)
 - B. Computer-Aided Systems Engineering (CASE)
 - C. Communication Network
 - D. Non-concurrent data sharing
19. _____ is a system that allows two or more users share computers communications technology, and applications.
- A. Open System
 - B. System
 - C. Shared System
 - D. Reengineering
20. _____ is a software system that performs on different computer and communications hardware.
- A. Open System
 - B. Computer-Aided Systems Engineering (CASE)
 - C. Communication Network
 - D. Reengineering

SECTION B (60 marks)

Instruction: This paper consists of **FOUR (4)** questions. Answer any **THREE (3)** questions in the answer booklet provided. All questions carry equal marks.

Question 1 (20 marks)

- (a) Define the system and describe **FOUR (4)** basic components of a system. (10 marks)
- (b) Explain the **FIVE (5)** elements a computer-based information system. (10 marks)

Question 2 (20 marks)

- (a) Explain any **FIVE (5)** functions of operating system. (10 marks)
- (b) Specify the component of the email address: kg@inti.com.my. (4 marks)
- (c) Describe the **THREE (3)** online communication and collaboration tools. (6 marks)

Question 3 (20 marks)

- (a) Distinguish between (4 marks)
 - (ii) Centralized processing vs Decentralized processing
- (b) Explain the **THREE (3)** types of telecommunication channels. (6 marks)
- (c) Define Utility program and give **THREE (3)** examples of utility program. (4 marks)
- (d) Explain the **RAM** and **ROM** of a computer system. (6 marks)

Question 4

(20 marks)

- (a) What is Cloud Computing? (4 marks)
- (b) Explain **TWO (2)** advantages of cloud computing? (4 marks)
- (c) List **SEVEN (7)** steps involved in developing database application. (7 marks)
- (d) Identify **FIVE (5)** Network Service Application (NSA) area. (5 marks)

-THE END -

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