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

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

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

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

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