

## CHAPTER 2

1. Within an organizational context, the structure of information system users is formed by levels of:
  - a. technician, manager, and president
  - b. clerk, superintendent, and higher administrator
  - c. individual, work group, organizational and inter-organizational users
  - d. office support staff, knowledge workers, middle managers and executives
  - e. users with and without technical background

*Answer: (c)*

*Reference: Page 21, 1<sup>st</sup> paragraph*

2. Which of the following statements about users of an organization's information system is appropriate?
  - a. Users are a part of the organizational context for HCI issues;
  - b. A system that supports group work level task can not be used by individual users;
  - c. Users of an organization's information system are only members within this organization;
  - d. Work groups and organizations are at the same user level, because both are formed by groups of people;
  - e. A word processing system, which is popularly used by office support staff, is of no use to knowledge workers.

*Answer: (a)*

*Reference: Page 21- 24, Section 1 and 2*

3. Which of the following provides a full list of examples for tasks performed by the four levels of users within an organization?
  - a. electronic document preparation, decision making, project management, and enterprise resource planning
  - b. decision making, work flow management, project management, and customer account management
  - c. data entry, work flow management, decision making, and enterprise resource planning
  - d. data entry, project management, enterprise resource planning, and supply chain management
  - e. customer relationship management, decision making, product development, and electronic document preparation

*Answer: (d)*

*Reference: Page 21 - 46, whole Chapter 2*

4. The organization context is of important meaning in HCI design, because it shapes factors such as \_\_\_\_, which decide the HCI focuses in system development.
- a. local scenery
  - b. regional weather
  - c. preferences in system design
  - d. products delivery
  - e. food supply

*Answer: (c)*

*Reference: Page 23, 2<sup>nd</sup> paragraph*

5. Which of the following is an example of tasks at the organizational-level?
- a. data entry
  - b. customer management
  - c. project management
  - d. enterprise resources planning
  - e. work flow management

*Answer: (d)*

*Reference: Page 41, 1<sup>st</sup> paragraph of Section 4*

6. A task that is performed by an individual is:
- a. decision making
  - b. project management
  - c. customer support
  - d. production management
  - e. building construction

*Answer: (e)*

*Reference: Page 31, Section 2.3*

7. An individual level user of an information system can be:
- a. a quality standard
  - b. a project team
  - c. a sales department
  - d. a knowledge worker
  - e. a company

*Answer: (d)*

*Reference: Page 23, 1<sup>st</sup> paragraph of Section 2*

8. At the individual level, a doctor in a hospital context is:
- a. an office support staff person
  - b. a knowledge worker
  - c. a middle manager
  - d. an organization executive
  - e. a customer

*Answer: (b)*

*Reference: Page 23, last paragraph*

9. Systems designed for users at the individual level are:
- a. team-oriented
  - b. organization-oriented
  - c. theory-oriented
  - d. research-oriented
  - e. single-user oriented

*Answer: (e)*

*Reference: Page 23, last paragraph*

10. Which of the following is a characteristic of tasks performed by office support staff?
- a. well structured
  - b. intermittent
  - c. complex
  - d. creative
  - e. unique

*Answer: (a)*

*Reference: Page 24, 1<sup>st</sup> paragraph*

11. Electronic Document Preparation Systems are designed to automate and support the work for users at a level similar to \_\_\_\_.
- a. project team
  - b. office secretary
  - c. sales department
  - d. printing office
  - e. non-profit organization

*Answer: (b)*

*Reference: Page 24 - 25, Section 2.1.1*

12. A pull-down menu in a document preparation system is an example of a \_\_\_\_ level design element.
- a. task
  - b. semantic
  - c. syntactic
  - d. lexical
  - e. usage

*Answer: (d)*

*Reference: Page 25, last paragraph*

13. Which of the following is an example of Electronic Document Preparation System?
- a. Adobe Photo Shop
  - b. VMware
  - c. MS Word
  - d. Linux
  - e. Norton Antivirus

*Answer: (c)*

*Reference: Page 25, text box for "Document preparation systems"*

14. Data Entry Systems are a type of:
- a. Knowledge Work Systems
  - b. Project Management Systems
  - c. Office Automation Systems
  - d. Decision Support Systems
  - e. Enterprise Resource Planning Systems

*Answer: (c)*

*Reference: Page 27, Section 2.1.2*

15. Please select the correct statement about Data Entry Systems from the following.
- a. Data Entry Systems are used to support automatic data processing;
  - b. Data Entry Systems are generally obtained as off-the-shelf products;
  - c. Data Entry Systems aim at reducing user control of the data entry process as much as possible;
  - d. Data Entry Systems are designed to automatically scan organizational data into information systems;

- e. Data Entry Systems give users the opportunities of verifying and correcting entered data.

*Answer: (e)*

*Reference: Page 27, Section 2.1.2*

16. Providing a “save file” option in a Data Entry System is a \_\_\_\_ level design decision.

- a. task
- b. semantic
- c. syntactic
- d. lexical
- e. usage

*Answer: (b)*

*Reference: Page 27, Section 2.1.2*

17. To help online customers enter their orders, a well designed Data Entry System should have characteristics such as:

- a. endowing little control with users
- b. slowing down the data entry process to ensure accurate data entry
- c. asking for redundant data entries
- d. maximizing keystrokes and customer body movement for exercising purpose
- e. easy to use

*Answer: (e)*

*Reference: Page 27, Section 2.1.2*

18. Which of the following could be a Data Entry System?

- a. an Internet-based e-commerce order form
- b. a word processor
- c. a presentation software
- d. a statistics software package
- e. an online news Web site

*Answer: (a)*

*Reference: Page 27, Section 2.1.2*

19. Customer Account Management Systems are examples of systems used by:

- a. individual level users
- b. work group level users
- c. department level users

- d. organizational level users
- e. interorganizational level users

*Answer: (d)*

*Reference: Page 27, Section 2.1.3*

20. A Customer Account Management Systems can:

- a. predict a company's future products for customers;
- b. choose a company's supplier;
- c. manage customers' queries;
- d. select a company's CEO;
- e. develop a company's production plan;

*Answer: (c)*

*Reference: Page 27, Section 2.1.3*

21. With support from Customer Account Management Systems, a customer will be able to:

- a. have the authority to develop the budget for a company;
- b. retrieve previous transaction records at an online store;
- c. decide the CEO of a company
- d. monitor the operation of a company
- e. manage the projects of a company

*Answer: (b)*

*Reference: Page 27, Section 2.1.3*

22. Which of the following statements about Customer Account Management Systems is appropriate?

- a. They are designed to support the project management of a company;
- b. They are designed to support the development of a company's budget;
- c. They are designed to support the management of a company's production;
- d. They are developed to automate the CEO selection of a company;
- e. Internet-based Customer Account Management Systems allow customers to self-serve without human interaction of the company employees.

*Answer: (e)*

*Reference: Page 27, Section 2.1.3*

23. Customers' trust with an Online Customer Account Management System is mainly concerned with:

- a. history of the online company
- b. price of the products provided online
- c. security of personal information
- d. mission of the online company
- e. size of the online company

*Answer: (c)*

*Reference: Page 29, 1<sup>st</sup> paragraph*

24. To support transferring funds between accounts using a Customer Account Management System when a customer is checking his account balance is a \_\_\_\_ level design decision.

- a. task
- b. semantic
- c. syntactic
- d. lexical
- e. usage

*Answer: (b)*

*Reference: Page 29, 2<sup>nd</sup> paragraph*

25. Knowledge Work Systems are designed to support \_\_\_\_.

- a. organization and presentation of a company's sales data
- b. contact with customers
- c. storage of organizational digital files
- d. development of products gallery
- e. knowledge creation activities

*Answer: (e)*

*Reference: Page 29, text box for "Knowledge work systems"*

26. Knowledge Work Systems provide intellectual work support of \_\_\_\_ users.

- a. individual level
- b. consumer type of
- c. clerical
- d. inter-organizational
- e. national

*Answer: (a)*

*Reference: Page 29, 1<sup>st</sup> paragraph of Section 2.2 and text box for “Knowledge work systems”*

27. Users of Knowledge Work Systems could be:

- a. office cleaning staff
- b. a restaurant waiter
- c. a bus driver
- d. a postman
- e. an architect

*Answer: (e)*

*Reference: Page 29, 1<sup>st</sup> paragraph of Section 2.2*

28. An example of Knowledge Work Systems is:

- a. MS PowerPoint
- b. Window Media Player
- c. CAD (computer-aided design)
- d. Adobe Acrobat Reader
- e. Skype IM system

*Answer: (c)*

*Reference: Page 29, 1<sup>st</sup> paragraph of Section 2.2*

29. Engineering new products with the aid of a Knowledge Work System is an activity at \_\_\_\_ level.

- a. task
- b. semantic
- c. syntactic
- d. lexical
- e. usage

*Answer: (a)*

*Reference: Page 29, 1<sup>st</sup> paragraph of Section 2.2*

30. An output from a Knowledge Work System could be:

- a. a list of a customer's order history
- b. a blueprint of a building
- c. a dataset entered into the system
- d. a catalog of products available at an online store
- e. a work schedule

*Answer: (b)*



*Reference: Page 29, last paragraph*

31. Decision Support Systems are designed to support:

- a. group work planning
- b. organizational resources procurement
- c. single-users' decision making
- d. inter-organizational tasks
- e. national security

*Answer: (c)*

*Reference: Page 31, text box for "Decision support systems"*

32. Decision Support Systems can be used for:

- a. drawing the structure of a building
- b. collecting customer information
- c. communicating with external organizations
- d. sales forecasting
- e. retrieving transaction records of a specific customer

*Answer: (d)*

*Reference: Page 31, 1<sup>st</sup> paragraph of Section 2.3*

33. Executive Support Systems (ESS) can provide users with the capacity to:

- a. edit digital files
- b. explore the codes of a software program
- c. modify customers' personal information
- d. keep contact with external organizations
- e. explore data at an aggregate level

*Answer: (e)*

*Reference: Page 32, last paragraph*

34. Users of Executive Support Systems (ESS) are:

- a. executives of an organization
- b. office support staff
- c. engineers
- d. information technology professionals
- e. customer support personnel

*Answer: (a)*

*Reference: Page 32, text box for "Executive support systems"*

35. Work group level refers to groups of people that:

- a. live together
- b. work together
- c. walk together
- d. travel together
- e. shop together

*Answer: (b)*

*Reference: Page 34, text box for "Work group level"*

36. Which of the following tasks can be supported by a Project Management System?

- a. market analysis
- b. revenue prediction
- c. coordination of human resources
- d. identification of potential customers
- e. pricing policy test

*Answer: (c)*

*Reference: Page 34, last paragraph*

37. An example of Project Management System is:

- a. Adobe Photo Shop
- b. Word Processor
- c. Linux
- d. MS Project
- e. CAD (computer-aided design)

*Answer: (d)*

*Reference: Page 35, last paragraph*

38. Work Flow Management Systems help users at the level of \_\_\_\_ to deal with the specification and execution of business processes.

- a. individual
- b. work group
- c. organizational
- d. inter-organizational
- e. national

*Answer: (b)*

*Reference: Page 34, 3<sup>rd</sup> paragraph*

39. For a team working on a project, a Project Management System helps fulfill the organizational consideration of:

- a. anonymity
- b. revenue generation
- c. locus of control
- d. coordination
- e. organizational learning

*Answer: (d)*

*Reference: Page 40, Table 2.2*

40. A Work Flow Management System is a work group level system that emphasizes on organizational considerations such as:

- a. contacting customers
- b. meeting with suppliers
- c. personal travel planning
- d. gaining trust from the public
- e. providing shared workspace

*Answer: (e)*

*Reference: Page 40, Table 2.2*

41. The interface design of a Project Management System is focused on \_\_\_\_ to support team work.

- a. work-breakdown structures
- b. organization charts
- c. organizational reports
- d. data entry forms
- e. organizational policies

*Answer: (a)*

*Reference: Page 40, Table 2.2*

42. As a type of work group level support systems, Work Flow Management Systems usually utilize features such as \_\_\_\_ in the interface design.

- f. PERT charts
- b. organization charts
- c. tasks flow diagrams
- d. forms
- e. policies

*Answer: (c)*

*Reference: Page 40, Table 2.2*

43. Group work level systems are designed to support group level tasks such as:

- a. typing a manuscript into a computer
- b. managing work flow of a project
- c. providing technical support to a customer
- d. enterprise resource planning
- e. moving a mouse

*Answer: (b)*

*Reference: Page 36, Section 3.2*

44. GSS stands for:

- a. Guide for Service System
- b. Group Synchronization Schedule
- c. Graphic Service System
- d. Group Support System
- e. Graphic Support Service

*Answer: (d)*

*Reference: Page 39, Section 3.3*

45. WYSIWIS (“what you see is what I see”) refers to the feature enabled in:

- a. Document Preparation Systems
- b. Organizational Communication Systems
- c. Work Flow Management Systems
- d. Enterprise Resource Planning Systems
- e. Group Support Systems

*Answer: (e)*

*Reference: Page 40, Section 3.3.2*

46. Organizational Communication Systems aim at supporting:

- a. customer visit to a company’s physical presence
- b. enterprise-level communications
- c. in-person conversation between company members
- d. product advertising aired on TV
- e. non-working time planning of employees

*Answer: (b)*

*Reference: Page 31, last paragraph*

47. Enterprise Resource Planning (ERP) Systems are designed to support major functions and activities of an organization, such as:

- a. managing personnel
- b. performing error-check for in-house developed software
- c. editing a film clip
- d. developing blueprint for new buildings
- e. diagnosing the failure of a system device

*Answer: (a)*

*Reference: Page 43 text box for "Enterprise resource planning systems"*

48. ERP systems stand for:

- a. Employee Reward Processing systems
- b. Emergency Response Program systems
- c. Enterprise Resource Planning systems
- d. Earth Resource Protection systems
- e. Enterprise Resource Protection systems

*Answer: (c)*

*Reference: Page 43, Section 4.2*

49. A Customer Relationship Management (CRM) System can support:

- a. project management within a company
- b. budget planning of a company
- c. employees' commuting routes
- d. customer behavior analysis
- e. personnel management of a company

*Answer: (d)*

*Reference: Page 44, Section 4.3*

50. Which of the following statements about Interorganizational Systems is correct?

- a. Interorganizational Systems create B2C links between a company and its external individual customers;
- b. Interorganizational Systems create C2C links between a company's individual customers;
- c. In e-commerce, Interorganizational Systems relies heavily on human intervention in supporting the management of a company's supply chain;

- d. Interorganizational Systems link companies with external individual customers;
- e. Interorganizational Systems link companies with external organizations;

*Answer: (e)*

*Reference: Page 45, Section 5*