Questions
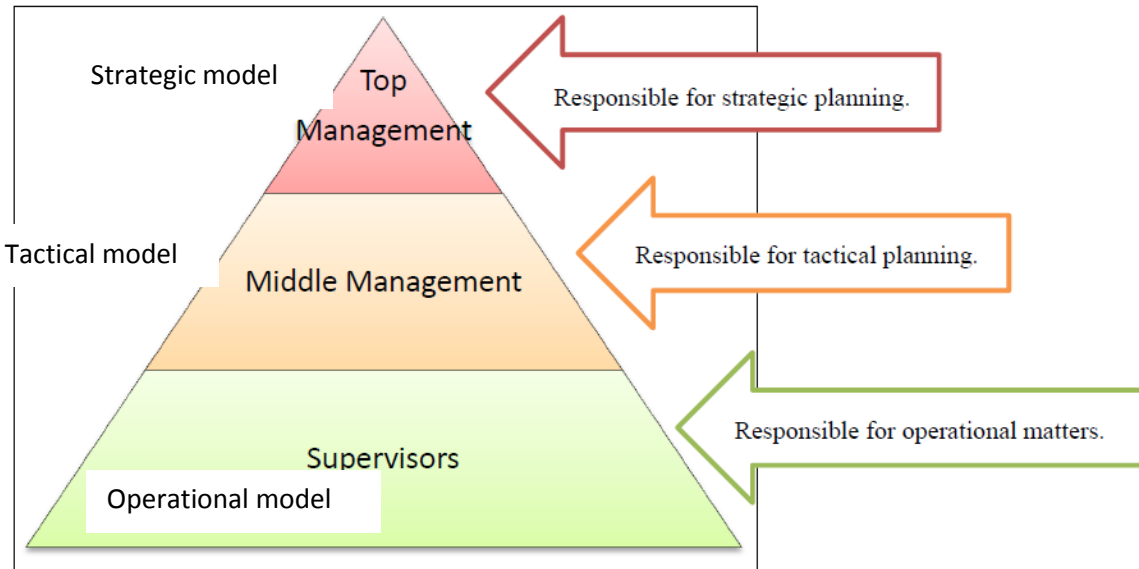
1. Draw a management pyramid and do the following:
   i. Indicate the levels of management
   ii. Indicate the placement of DSS models used in each level
   iii. State the type of planning at each level
   iv. Discuss the functions carried out by each level of management
   v. Provide a relevant example of a decision made by each level of management.

Top level management - are concerned with long-range planning (also called strategic planning). They need information that will help them to plan the future growth and direction of the organisation. Eg. Planning factory locations, opening a new branch

Middle level management - deal with control and planning (also called tactical planning). They implement the long- term goals of the organisation eg sales promotion planning

Low level management - They monitor day-to-day events and immediately take corrective action eg supervising sewing in garment factory and asking machinist to correct if stitch is not straight.

2. In a management pyramid::
   i. Draw the information flow at each level of management
   ii. Explain the information flow at each level
   iii. Discuss the nature of information at each level
   iv. Discuss the reason why the management levels are depicted in the shape of a pyramid.
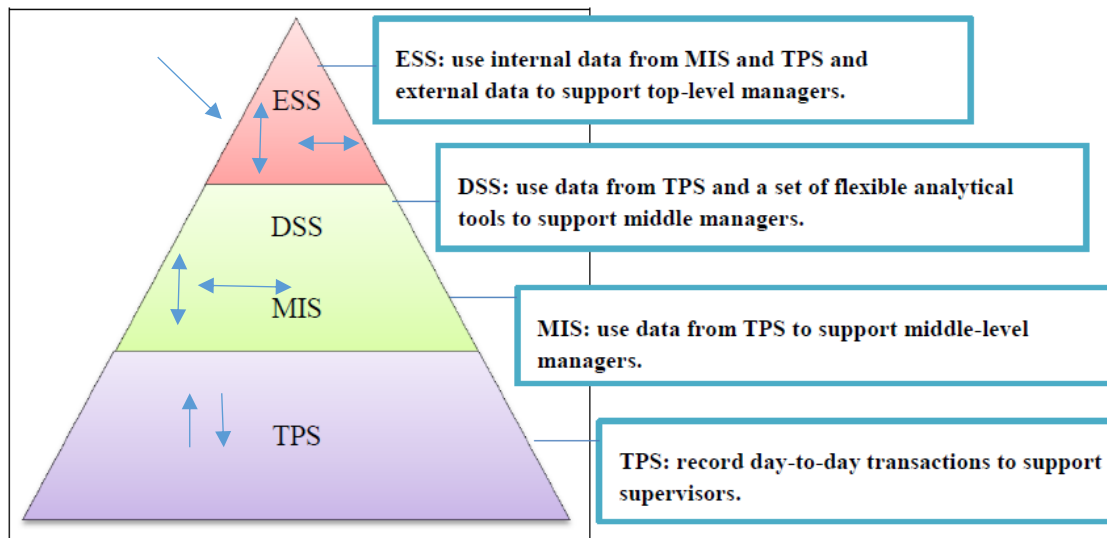   v. Place the four Information systems (TPS, MIS, DSS and ESS) in the correct level of management.

Figure 1.4: Four kinds of computer-based information systems

ii Information flow at low level is primarily vertical, middle level managers communicate with low level and low level pass information to middle level managers, information flow is vertical, horizontal at middle level, they communicate with top level and supervisors and communicate within themselves. Information flow is vertical, horizontal and external for top level management, they pass information down to middle level managers and communicate within themselves to make strategic decisions and also get information from outside to plan for the future growth.

iii. Nature of information
top-level managers need information that is summarised in capsule form to reveal the overall condition of the business.
Middle-level managers need summarised information, weekly or monthly reports.
Supervisors need detailed, very current day-to-day information on their units so that they can keep operations running smoothly

iv. The management pyramid is in the shape of a pyramid since it depicts the amount of information needed at each level. Top level managers need information in capsule form thus smallest space is given while low level managers need detailed information thus maximum space is allocated.

3. Use the given set of words to answer the questions that follow:

TPS, MIS. DSS, ESS

i. **MIS** computer based information system uses data from transaction processing system and analytical tools to support middle level managers
ii. **TPS** records day to day transactions
iii. **MIS** processes data from TPS to produce structured reports
iv. **DSS**_analyses unanticipated situations to produce flexible reports
v. **ESS** easy to use IS that produces information in capsule form

4. Explain the three types of reports
1.Periodic reports are produced at regular intervals, weekly, monthly or quarterly. For example sales or production reports.
2. Exception reports call attention to unusual events. An example is a sales report that shows that certain items are selling significantly above or below marketing department

forecasts.

3. Demand report is produced on request. An example is a report on the number of jobs held by women and minorities. Such report is not needed periodically, but it may be required when requested.

5.   Differentiate between Periodic report and Exception report

Periodic reports are produced at regular intervals while exception report is produced when a certain event occurs such as stock running low in quantity.

6.   Provide an example of each type of report.

Periodic report- weekly sales report

Exception report- item running low in stock, target not met for salesperson

Demand report – no of minorities or female

7.   **Demand** Report is produced when the boss wants to know the male: female ratio in the company.

MATCHING: join the correct report with its scenario (one report has more than one scenario)

1. Tom is a sales assistant. He has a sales target   Periodic
of $200 but he only had $50 per week. A report
was generated to inform the boss on this

                                                                          Exception

2. Anna is the CEO of the company and she has to fill in
Employee details. She needs the number of minorities working
in the company.

                                                                          Demand

3. Punjas Group company has a weekly sales report generated to
make informed decisions.

4. A trial balance is generated at the end of year to see profit/loss

5. Hand wash is low in stock

Matching: join the correct department with its job carried out (one department can more than one activity)

1. Tim went to school to pay the school fees

2. Ann made the paycheque for the staff of Paradise Company Ltd

3. John evaluated the items in demand and is planning to have a 50% off sale

4. Timoci is making the new furniture's which will be put on display soon

5. Yohan is evaluating employee performance and deciding whether to give employees Increment or not

6. Yash is making and testing a new type of hand sanitizer that can kill Covid-19 virus faster

Research

Human Resource

Marketing

Production

Accounting

SHORT ANSWERS

1. Define Information workers

   Information workers create, distribute, and communicate information

2. Differentiate between Knowledge workers and data workers

   Knowledge workers create information while data workers communicate and distribute information

3. Provide 2 examples of knowledge workers

   Engineers, scientists

4. Provide 2 examples of data workers

   Teachers, doctors

5. Differentiate between OAS and KWS in relation to type of workers they support

   OAS supports data workers while KWS supports knowledge workers

6. Differentiate between OAS and KWS in relation to the work carried out.

knowledge work systems (KWSs) is a specialized information system to create information in their areas of expertise while OAS are designed primarily to support data workers. These systems focus on managing documents, communicating and scheduling

7. Define Information System

   An *Information System* **(IS) is a system composed of people, procedures, software, hardware, data, and the internet that's works together to provide information essential to running an organization.**

8. Explain the 6 components of an Information system

   People: **often people are overlooked as one of the part of an information system. Yet microcomputers are all about making people, the end-user, more productive.**
   Procedures: **are rules or guidelines to follow when using a software, hardware and data.**
   Software: **is another name for a program or programs. A program is the step-by-step instructions that tell the computer how to do its work. The purpose of software is to convert data (unprocessed fact) into information (processed fact).**
   Hardware: **consists of equipment, such as keyboard, monitor, printer, the computer itself and other devices that process the data to create information.**
   Data: **consists of the raw, unprocessed facts, including text, numbers, images, and sounds.**
   Internet: **provides a connection between people and computers to expand the capability and usefulness of information systems.**

9. Name the latest component that came in recently

   Internet

10. Provide an example of Procedure

    Manuals that come with buying hardware or software

THANK YOU