

**BA SANGAM COLLEGE**  
**YEAR 13**  
**COMPUTER STUDIES**  
**WORKSHEET 4**

1. In the middle management, the flow of information in the supervisory level is mainly
  - A. Vertical.
  - B. Diagonal.
  - C. Horizontal.
  - D. Horizontal and vertical.
  
2. The role of the production department in any organization is to
  - A. Keep track of all financial activities.
  - B. Do basic research and relate new discoveries on the current or new product.
  - C. Find and hire people as well as handle matters like sick leave and retirement benefits.
  - D. Take the raw material and put people to work to turn out finished goods and services.
  
3. A structured computerized system performing the tasks on a routine basis with few decisions to be made by the workers is most applicable in the
  - A. Tactical management level.
  - B. Strategic management level.
  - C. Operational management level.
  - D. Supervisory management level.
  
4. Which of the following categories of personnel uses Management Information System?
  - A. workers
  - B. supervisors
  - C. top-level managers
  - D. middle level managers
  
5. Paula has requested Household Cleaners to cut and clean his lawn. His request will be recorded in
  - A. Sales Order Processing.
  - B. Accounts Receivable.
  - C. Accounts Payable.
  - D. Inventory.
  
6. The transaction processing system is concerned with
  - A. Providing support to management.
  - B. Recording of day to-day activities.
  - C. Creating specialized database.
  - D. Making strategic decisions.
  
7. The function of the Decision Support System is to
  - A. Handle accounting activities.
  - B. Produce predetermined reports.
  - C. Keep track of routine operations.
  - D. Deal with unanticipated situations.

8. The distribution of goods and services to customers is the responsibility of the
  - A. Marketing department.
  - B. Research department.
  - C. Production department.
  - D. Accounting department.
9. List two duties that are handled by a Human Resources Manager.
10. Briefly explain the horizontal flow of information at the top managerial level.
11. Describe the role of an information worker.
12. Explain the 4 parts of a Decision Support System.
13. Refer to the diagram below and answer the question that follows:



Explain the 6 parts of an Information System shown above.

14. Study the diagram given below and answer the question that follows:

### TYPES OF DECISION



Explain the different types of Information systems available to assist the Operational management, middle management and senior management in their decision making.