

INSTRUCTION: ANSWER FOUR (4) QUESTIONS ONLY**QUESTION 1**

- (a) What is the definition of Electronic Commerce? (2 marks)
- (b) Elaborate **FOUR (4)** scopes of Electronic Commerce. (8 marks)
- (c) "Company should engage in electronic commerce". Do you agree or disagree with this statement. Briefly explain **FIVE (5)** reasons. (15 marks)

QUESTION 2

- (a) Virus is a program that can be attached to a computer software or information system with the purpose to silently destroy the computer and information system.
- i. How your computer can be protected against virus threat? (2 marks)
- ii. List down **THREE (3)** possibilities your PC can be attacked by computer virus? (3 marks)
- (b) The use of computer and information technology today has exposed it to negative threat.
- i. Explain **FOUR (4)** types of unconditional threats. (8 marks)
- ii. Explain **FOUR (4)** types of computer crime. (12 marks)

POLITEKNIK
Jabatan Pengajian Politeknik

EXAMINATION AND EVALUATION DIVISION
DEPARTMENT OF POLYTECHNIC EDUCATION
(MINISTRY OF HIGHER EDUCATION)

COMMERCE DEPARTMENT

FINAL EXAMINATION
DECEMBER 2011 SESSION

P4310 : MANAGEMENT INFORMATION SYSTEM

DATE : 25.04.2012 (WEDNESDAY)
DURATION : 2 HOURS (11.15AM – 01:15PM)

This paper consists of **FOUR (4)** pages including the front page.
Section A: Essay (4 questions – answer ALL)

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CHIEF INVIGILATOR

QUESTION 5

- (a) What is database? (3 marks)
- (b) ABC is a hypermarket with branches in Shah Alam, Subang Jaya and Cheras. The sales manager wants quaterly sales report from each branch. What is Data Warehousing and how it can generate the sales report? (Draw a diagram to support your answer). (10 marks)
- (c) Data hierarchical refers to the systematic organization of data stored in database. With appropriate example, explain **FOUR (4)** data hierarchical with relevant example. (12 marks)

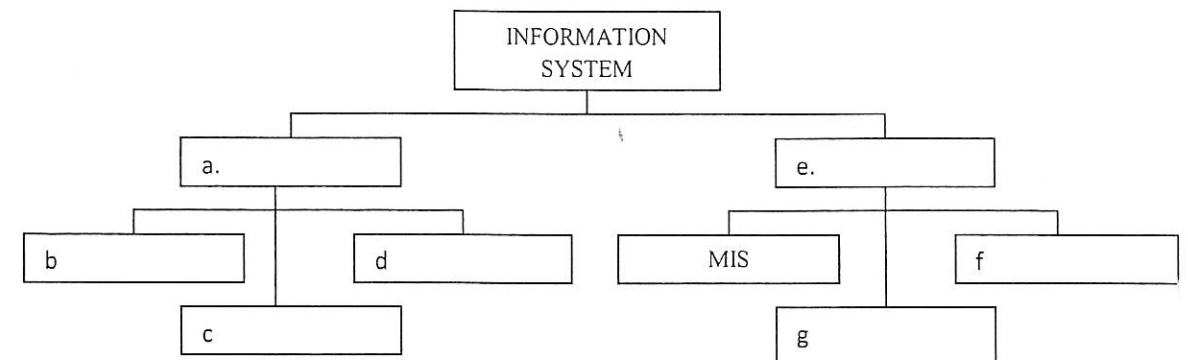
QUESTION 6

Problem is a serious issue in an organization that need to be addressed and solved using a systematic problem solving and decision making process. Thus, it will ensure organization remains competitive and survive in an ever challenging business world.

- (a) In your opinion, should a manager be happy or sad that a problem exist? Explain (2 marks)
- (b) How can a manager identify the existance of a problem in an organization? (3 marks)
- (c) Briefly explain **FOUR (4)** characteristics of unstructured problem? (8 marks)
- (d) What is structured problem and explain **THREE (3)** types of decision used to solve that kind of problem? (12 marks)

QUESTION 3

- (a) Explain with **ONE (1)** appropriate example 'online processing' and 'batch processing'. (6 marks)
- (b) Complete the diagram below.



(7 marks)

- (c) Answer the following questions based on the diagram above.
 - i. Briefly explain **TWO (2)** F and G functions. (6 marks)
 - ii. Explain **TWO (2)** information systems other than shown in the diagram above. (6 marks)

QUESTION 4

- (a) Environment is an important factor for organization existence. Explain **THREE (3)** environmental elements? (9 marks)
- (b) Explain **FOUR (4)** competitive advantage strategies with **ONE (1)** appropriate example (16 Marks)

(16 Marks)