



STAMFORD COLLEGE
SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES

DIPLOMA IN EXECUTIVE SECRETARYSHIP
SEMESTER 4

DES 2104: MANAGEMENT INFORMATION I

Date : 23 May 2008, Friday

Time : 2.00pm to 4.00pm

Duration: 2 hours



Instructions to Candidates

Question 1 in Section A is **COMPULSORY**. Candidates are required to answer **TWO** out of **FOUR** questions from Section B.

Please ensure that this examination paper contains **FIVE** questions on **THREE** printed pages before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

Section A

Question 1 (Compulsory)

The information system of the four organizational management levels differs depending on the type and structure of decision-making.

Describe the FOUR kinds of information system that serves each management level.

(Total = 10 marks)

Section B

Answer ANY TWO out of FOUR questions.

Question 2

Maxis, DiGi and Celcom are three principal mobile telecommunication companies in Malaysia that have strong achievement of competency advantage. Accurate sources of information and its quality contribute to the organization's main success.

- (a) Identify the TWO main sources of information in a telecommunication company. Support your answer with appropriate examples for each source. (5 marks)
- (b) Describe FIVE reasons for the importance of information to a telecommunication company. (15 marks)

(Total = 20 marks)

Question 3

- (a) Construct a histogram from the following data.

Lifetime	Number of batteries
300 – 399	14
400 – 499	46
500 – 599	58
600 – 699	76
700 – 799	68
800 – 899	62
900 – 999	48
1000 – 1099	22
1100 - 1199	6

(4 marks)

- (b) Draw a histogram to represent the following data.

Classes	Number of students
10 – 20	11
20 – 30	25
30 – 40	41
40 – 50	36
50 – 60	16
60 – 90	15
90 - 150	24

(6 marks)

- (c) A manager will need information to help decide what course of action is most likely to bring a situation under control. Briefly describe the FOUR stages of the decision-making process.

(10 marks)

(Total = 20 marks)

Question 4

- (a) Discuss the operational, tactical and strategic planning that serves the lower, middle and upper management level in an organization. You may provide scenario examples to support your answer.

(10 marks)

- (b) The number of sales made last month by each of the 15 members of the sales staff of a company was recorded as follows:

142 , 101 , 137 , 128 , 124 , 121 , 133 , 77 , 127 , 108 , 139 , 68 , 112 , 123 , 130

Find the values of each of the following measures for the data given above:

- (i) Mean (2 marks)

- (ii) Mode (2 marks)

- (iii) Median (3 marks)

- (iv) Standard deviation (3 marks)

(Total = 20 marks)

Question 5

- (a) Differentiate between data and information systems. Justify your answer with TWO examples of each. (10 marks)
- (b) The times for completion of a standard operation on a production line were noted in an investigation into production methods. The data obtained were tabled as follows:

Times for completion (Minutes)	Number of items completed
5 – 7	6
7 – 9	27
9 – 11	76
11 – 13	45
13 – 15	21

Calculate the mode time for completion and the median completion time.

(10 marks)

(Total = 20 marks)

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