

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM / PGDM (M) / PGDM (SM)

IIIrd TRIMESTER (Batch 2016-18)

MID TERM EXAMINATIONS

Course Name	Management Information System	Course Code	IS 301
Max. Time	1 Hr.	Max. Marks	20

INSTRUCTIONS: Attempt all questions.

Q1: Why is planning more likely to occur at higher levels of management and control more likely to occur at lower levels of management? Does this influence the types of information systems developed for different levels of management? [6]

Q2: "Airline services facilitate its customer by moving them from one location to other safely and on time". Explain the role played by information technology, more specifically MIS, for supporting airline industry to effectively and efficiently handle its Service Design for Customers and Service Management System (SMS). [6]

Q3: Read the case study and answer the questions that follow:

Case Study

The Medclinic Health Centre is located in a small market town with a population of approximately 10,000. The centre provides general medical care plus limited support services such as a small operating theatre, a laboratory for specimen testing and a radiography unit for X-rays. Medical care is on a day care only basis there being no facilities for overnight hospitalisation. Longer stay medical care is provided at the regional hospital some 30 miles away.

The centre is staffed by 10 doctors on a shift basis, who also provide emergency cover when the centre is closed on Sunday and during the night. The doctors are supported by four nurses. Administrative systems which include patient records, staff records, and substantial correspondence between doctors, patients and consultants are undertaken by two full time and four part-time secretaries. The centre operates an appointment system for patients seeking non-urgent treatment. The system is operated by 12 part-time receptionists working on a shift system.

In addition, the centre employs a radiographer and three laboratory technicians. The laboratory technicians are also responsible for ordering, maintaining and issuing drugs from the stocks held at the centre.

At present time the payroll, income receipts and expenditure payments procedures for the Medclinic centre are undertaken on the mainframe system at the regional hospital computer centre. All Medclinic centre administrative, text and record keeping procedures are operated manually. There is, however, a terminal link between the centre and the regional hospital which is used to input accounting transaction data, order drugs and transmit medical statistical data for