



UNIVERSITY OF GHANA

(All Rights Reserved)

B. A. SECOND SEMESTER EXAMINATIONS, 2017/2018

DEPARTMENT OF INFORMATION STUDIES

(MAIN AND CITY CAMPUSES)

INFS 112: INTRODUCTION TO INFORMATION MANAGEMENT (3 CREDITS)

TIME ALLOWED: TWO (2) HOURS

INSTRUCTION: ANSWER ALL QUESTIONS IN SECTION A AND B ON THE QUESTION PAPER AND ONE (1) QUESTION IN SECTION C IN THE ANSWER BOOKLET PROVIDED

DEPT. OF INFORMATION STUDIES
LIBRARY
UNIVERSITY OF GHANA

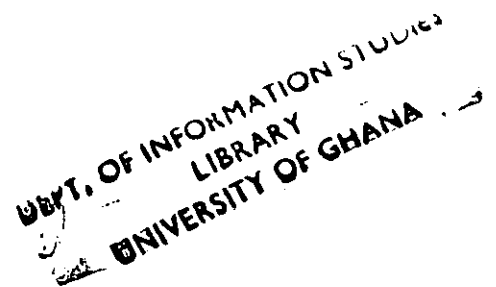
SECTION A (15 Marks)

Answer all questions in this Section

1. Is an electronic device that can follow instructions to accept input, process that input and produce information
 - a. Information Technology
 - b. Computer
 - c. Computer Technology
 - d. Computer Science
 - e. Information Science
2. Which of the following assertion about communication is true
 - a. It is used everywhere
 - b. It is used to provide people with information that they need to make decisions
 - c. It is used to motivate people by explaining what needs to be done, by setting goals and providing feedback
 - d. A, B and C
 - e. B and C only

3. The Collection of facts organized in such a way that they have additional value beyond the value of the facts themselves is known as
 - a. Knowledge
 - b. Data
 - c. Understanding
 - d. Wisdom
 - e. Information
4. In modern days are seen as the collection of information resources in print or in other forms that are organized and made accessible for reading or study or places to get unrestricted access to information in many formats and from many sources
 - a. Information Management
 - b. Libraries
 - c. Archives
 - d. Document centers
 - e. Museums
5.is to ensure that if the costs are too high to obtain information, an organisation may decide to seek slightly less comprehensive information elsewhere.
 - a. Cost cutting
 - b. Cost effectiveness
 - c. Cost minimisation
 - d. Cost elimination
 - e. External information
6. The process of making or selecting logical choices by identifying/ gathering information and assessing alternative resolutions is known as
 - a. Decisive action
 - b. Decision making
 - c. Information gathering
 - d. Important decision
 - e. Information resolution
7. Information Overload can lead to
 - a. Delay in making decisions
 - b. Wrong decision makings
 - c. Improved decision making

- d. A and B
 - e. B and C
8. Information that cannot be measured, scaled or quantified is known as
- a. Quantified information
 - b. Qualitative information
 - c. Quantitative information
 - d. Qualified information
 - e. Scaleless information
9. Which of the following are Characteristics of good information
- a. Accuracy, Reliability and objectivity,
 - b. Relevance, appropriateness and cost effectiveness
 - c. Completeness, Availability and accessibility
 - d. A and B only
 - e. All of the above
10. The main goal(s) of communication have been identified as:
- a. To inform
 - b. To persuade
 - c. To build mutual understanding
 - d. A and B only
 - e. A, B and C
11. is when a person sends a message to another person and no questions, feedback or interaction follows from the other end/person
- a. One way communication
 - b. Individual communication
 - c. Personal communication
 - d. Simple communication
 - e. Direct communication
12. Anything that harms or prevents effective communication is known as
- a. Technical
 - b. Noise
 - c. Nuisance
 - d. Preventive communication
 - e. Sound
13. Information overload is caused by



- a. Widespread access to the Web
- b. The ease of sending e-mail messages to large numbers of people.
- c. The fear of missing out on some vital piece of information that your colleagues may already know about
- d. A, B and C
- e. A and C only

14. The levels of communication are:

- a. Intrapersonal communication
- b. Interpersonal communication
- c. Small group communication
- d. A & B only
- e. A, B & C

15. involves a speaker who seeks to communicate with, inform, persuade or motivate group of people or an audience

- a. One-to-Group communication
- b. Group communication
- c. Persuasive communication
- d. Motivated communication
- e. Targeted communication

16. Barriers to communication include:

- a. Physical and perceptual
- b. Emotional; cultural and language
- c. Gender and interpersonal
- d. A & B only
- e. A, B & C

17. is a type of knowledge kept in publications, journals, textbooks, lecture notes, routine records, electronic archival systems (databases), e-mails, policies and on the university's portals

- a. Tacit knowledge
- b. Implicit knowledge
- c. Explicit knowledge
- d. Embedded knowledge
- e. Systems knowledge

18. Overcoming barriers to communication include

- a. Clarify Ideas before Communication

- b. Communicate According to Need of Receiver
 - c. Be Aware of Language, Tone and Content of Message
 - d. Avoid Information Overload
 - e. All of the above
19. is the collection of historical records or records which have been selected for permanent or long-term preservation, due to their enduring research value. .
- a. Information Management
 - b. Libraries
 - c. Archives
 - d. Document centers
 - e. Collection development
20. Information overload can be solved by
- a. Setting information objectives.
 - b. Selecting your information sources.
 - c. Downloading all documents
 - d. A and B
 - e. A, B and C
21.is a subject-oriented, integrated, time-variant and non-volatile collection of data in support of management's decision making process
- a. Database Management
 - b. Database
 - c. Data Warehouse
 - d. Information Management
 - e. Data Management
22.is the process in which information flows in two-directions – the receiver provides feedback and the sender receptive to the feedback.
- a. Feedbacked communication
 - b. Two way communication
 - c. Multiple communication
 - d. Two directional information flow
 - e. Received communication
23. A person who works with archives is called an
- a. Archivist
 - b. Achievers
 - c. Archiver

DEPT. OF INFORMATION STUDIES
LIBRARY
UNIVERSITY OF GHANA

- d. Archive officer
- e. Archival

24. Staff records, Accounting records, Annual reports, Company reports, Business documents (letters, minutes of meetings) are all examples of

- a. Internal Information
- b. External Information
- c. Qualitative Information
- d. Quantitative Information
- e. Organisational information

25. Oral and Written communication are forms of

- a. Verbal Communication
- b. Nonverbal Communication
- c. Electronic Communication
- d. Visual Communication
- e. Modern Communication

26. Information collated or found in a database or digital format and which the user can only access via digital means is known as

- a. Formal information
- b. Information Technology
- c. Electronic Information
- d. Databases
- e. All the above

27. Data that gives information about particular subject instead of about company's ongoing operations is

- a. Subject Oriented
- b. Integrated
- c. Time-variant
- d. Information Management
- e. Data Management

28. is the process or stages of the development, acquisition, copyediting, graphic design, production, printing, marketing and distribution of literature or information

- a. Publishing
- b. Production
- c. Information Management
- d. Information processing

e. Graphic designing

29. Communication without words is known as

- a. Verbal Communication
- b. Nonverbal Communication
- c. Electronic Communication
- d. Visual Communication
- e. Modern Communication

30. Selective Dissemination of Information (SDI) is characterized by

- a. Library staff knowing all users
- b. Giving specific documents to every user of the library
- c. Personalized information service
- d. Sending mails to all users

SECTION B(30 marks)

Answer all questions in this Section.

DEPT. OF INFORMATION STUDIES
LIBRARY
UNIVERSITY OF GHANA

1. The computer-based information system has five (5) main components. These are:

- a.
- b.
- c.
- d.
- e.

2. There are three (3) main sources of information in organisations. These are

- a.
- b.
- c.

3. Mention the three (3) main News media (major vehicles for the widespread collection and distribution of information)

- a.

- b.
- c.

4. Mention any five (5) type of Archive

- a.
- b.
- c.
- d.
- e.

5. Mention the three (3) main access points of a card catalogue

- a.
- b.
- c.

6. What are the elements of the communication process

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j.

13. Outline five (5) major professions in the information science field

- a.
- b.
- c.
- d.
- e.

14. Mention five (5) examples of tertiary information sources

- a.
- b.
- c.
- d.
- e.

15. The Two (2) main goals of communication have been identified as

- a.
- b.

Section C (25 marks)

Answer only one question from this section

1. Discuss the role of non-verbal communication in the communication process
2. Discuss the concept of information overload

7. Mention FOUR (4) benefits of Data Warehousing

- a.
- b.
- c.
- d.

8. Mention three (3) types of Broadcast Media

- a.
- b.
- c.

9. Mention three (3) types of Internet Based Media

- a.
- b.
- c.

10. Identify three (3) careers in the print media

- a.
- b.
- c.

11. Mention the two (2) main information retrieval tools

- a.
- b.

12. Mention four (4) types of micro-computers

- a.
- b.
- c.
- d.