



UNIVERSITY OF GHANA

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B. A. SECOND SEMESTER I A, 2017/2018

DEPARTMENT OF INFORMATION STUDIES

(MAIN AND ACCRA CITY CAMPUSES)

INFS 112: INTRODUCTION TO INFORMATION MANAGEMENT (3 CREDITS)

TIME ALLOWED: 45 MINUTES

INSTRUCTION: ANSWER ALL QUESTIONS

PART ONE (1)

1. The three main sources of information are
 - a. Basic, intermediary and advanced
 - ☒ b. Primary, secondary and tertiary
 - c. Primary, internal and external
 - d. Lower, middle and higher
 - e. Internal, Prime and external
2. Decisions are made at three broad levels within the organization which are
 - ☒ a. Strategic, Tactical and Operational
 - b. Primary secondary and Tertiary
 - c. Strategy, Information and Operational
 - d. A and C only
 - e. B and C only
3. The two main types of Knowledge are
 - a. Data and Information
 - ☒ b. Tacit and Explicit
 - c. Implicit and Explicit
 - d. Tacit and Implicit
 - e. Common and Undommon

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4. Which of the following represents the Apex of the Knowledge Pyramid
- Knowledge
 - Data
 - Understanding
 - ☒ Wisdom
 - Information
5. The information needs of the Strategic Manager is usually
- ☒ Concise and summarised
 - Detailed and daily
 - Operational
 - A and B
 - B and C
6. The information needs of the Operational Manager is usually
- Concise and summarised
 - ☒ Detailed and daily
 - Operational
 - A and B
 - B and C
7. knowledge 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
- Tacit
 - Implicit
 - Explicit
 - Embedded
 - ☒ Published
8. Staff records, Accounting records, Annual reports, Company reports, Business documents (letters, minutes of meetings) are all examples of
- Internal Information
 - External Information
 - Qualitative Information
 - ☒ Quantitative Information
 - Non of the above
9. Anything that harms or prevents effective communication is known as

- a. Technical Noise
- b. Nuisance
- c. A, B and C
- d. Non of the above

10. The familiarity, awareness or understanding of something, person, activity, event etc is known as

- a. Knowledge
- b. Data
- c. Understanding
- d. Wisdom
- e. Information

11. There are several types of communication such as:

- a. Verbal Communication
- b. Nonverbal Communication
- c. Electronic Communication
- d. A and B only
- e. A, B and C

12. Information that can be measured, scaled or quantified is known as

- a. Quantified information
- b. Qualitative information
- c. Quantitative information
- d. Qualified information
- e. All of the above

13. Information overload can be solved by

- a. Setting information objectives.
- b. Selecting your information sources.
- c. Downloading all document
- d. A and B
- e. A, B and C

14. is processed/classified/ arranged/organised/ or manipulated within a context/form to give it meaning

- a. Knowledge
- b. Data
- c. Understandin

- d. Wisdom
- ☒ e. Information

15. Information that cannot be measured, scaled or quantified is known as

- a. Quantified information
- ☒ b. Qualitative information
- c. Quantitative information
- d. Qualified information
- e. All of the above

16. decisions made by top management who deal with complex, non-routine and long term problems

- ☒ a. Strategic
- b. Decisive
- c. Primary
- d. Technical
- e. Operational

17. decisions are usually made by middle management and they help to implement the policies formulated by the top level management

- a. Strategic
- b. Decisive
- c. Primary
- ☒ d. Technical Tactical
- e. Operational

18. The building block of the knowledge pyramid is

- a. Knowledge
- ☒ b. Data
- c. Understanding
- d. Wisdom
- e. Information

19. lacks relevance and meaning

- a. Knowledge
- ☒ b. Data
- c. Understanding
- d. Wisdom
- e. Information

20. Information Overload can lead to
- a. delay in making decisions
 - b. wrong decision makings
 - c. improved decition making
 - ☒ d. A and B
 - e. B and C

21. Communication without words is known as
- a. Verbal Communication
 - ☒ b. Nonverbal Communication
 - c. Electronic Communication
 - d. Visual Communication
 - e. Modern Communication

22. facial expressions, gestures, eye contact, posture are all examples of
- a. Verbal Communication
 - ☒ b. Nonverbal Communication
 - c. Electronic Communication
 - d. Visual Communication
 - e. Modern Communication

23. 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

24. decisions relate to the day-to-day running of the business, they're mainly routine and taken by junior managers.

- a. Strategic
- b. Decisive
- c. Primary
- d. Technical
- ☒ e. Operational

25. Overcoming barriers to communication include

- a. Clarify Ideas before Communication
- b. Communicate According to Need of Receiver

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- c. Be Aware of Language, Tone and Content of Message
- d. Avoid Information Overload
- ☒ e. All of the above

26. Information overload is caused by

- a. Widespread access to the Web
- b. The ease of sending e-mail messages to large numbers of people. A general increase in unsolicited information
- 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

27. The process of exchanging information, ideas, thoughts, feelings, emotions through speech, signals, writing, and behaviour among two parties is known as

- ☒ a. Communication
- b. Understanding
- c. Communication Technology
- d. Communication Systems
- e. Understanding Communication

28. 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. Non of the above

29. is when a person sends a message to another person and no questions, feedback or interaction follow

- ☒ a. One way communication
- b. Individual communication
- c. Personal communication
- d. A, B & C
- e. Non of the above

30. is the process in which information flows in two-directions – the receiver provides feedback and the sender receptive to the feedback.

- ☒ a. Two way communication

- b. individual communication
 - c. Personal communication
 - d. A, B & C
 - e. Non of the above
31. Communication Process starts with a who wants to share information.
- ☒ a. Sender
 - b. Messenger
 - c. Information
 - d. A or B
 - e. Non of the above
32. is a means used to exchange/transmit message
- a. Medium
 - b. Messenger
 - c. Technology
 - d. A, B & C
 - e. Non of the above
33. In communication, the key idea that the sender wants to communicate or send is called
- a. Information
 - b. Message
 - c. Medium
 - d. A or B
 - e. A, B and C
34. Oral and Written communication are forms of
- ☒ a. Verbal Communication
 - b. Nonverbal Communication
 - c. Electronic Communication
 - d. Visual Communication
 - e. Modern Communication
35. 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

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PART TWO (2)

1. List the four (4) main components of the knowledge pyramid (chain)

- a. Data
- b. Information
- c. Knowledge
- d. Wisdom

2. The forms of information are

- a. Internal
- b. External
- c. Electronic
- d. Quantitative
- e. Qualitative

3. Mention five (5) examples of tertiary information source

- a. Almanacs
 - b. Chronologies
 - c. Directories
 - d. Manuals
 - e. Indexes
- statistics
 - guide books
 - handbooks

4. What are the characteristics of good information

- a. Accuracy
 - b. Reliability / objectivity
 - c. Relevance / appropriateness
 - d. completeness
 - e. Level of detail
 - f. Availability
 - g. Presentation
 - h. Timely
- cost-effectiveness

5. What are the 7Cs (characteristics/qualities) of communication

- a. correctness
- b. clarity
- c. consideration
- d. conciseness
- e. conciseness
- f. completeness
- g. courtesy

6. The Four (4) main goals of communication have been identified as

- a. To inform
- b. To persuade
- c. To motivate
- d. To build mutual understanding

7. What are the elements of the communication process

- a. Sender
- b. Message
- c. Encoding
- d. Medium
- e. Decoding
- f. Receiver
- g. Message
- h. encoding
- i. Medium
- j. Decoding
- Receiver
- Feedback

8. Mention the different types of library

- a. Academic library
- b. School library
- c. Research library
- d. Special library
- e. Public library

9. Large libraries are often broken down into departments staffed by both paraprofessionals and professional librarians. The various departments include

- a. Circulation
- b. collection Department
- c. Reference
- d. Technical Service
- e.
- f.

10. Name two national museums in Ghana

- a. Kwame Nkrumah Memorial Park
- b. Dr Kwame Nkrumah's Mausoleum.

(c) Ashesi Fort and Museum