



**KOLEJ UNIVERSITI TEKNOLOGI
TUN HUSSEIN ONN**

**PEPERIKSAAN AKHIR
SEMESTER II
SESI 2004/2005**

NAMA MATA PELAJARAN : SISTEM MAKLUMAT PENGURUSAN

KOD MATA PELAJARAN : BTI 3283

KURSUS : 4 BIT

TARIKH PEPERIKSAAN : MAC 2005

JANGKA MASA : 2 JAM 30 MINIT

ARAHAN : JAWAB **SEMUA** SOALAN DIRUANG YANG
DISEDIAKAN DALAM BUKU SOALAN INI.

NO. MATRIK : (*dengan angka*)

NO. KAD PENGENALAN :

NAMA PENSYARAH : _____

KERTAS SOALAN INI MENGANDUNGI 12 MUKA SURAT BERCETAK

ARAHAN: Sila jawab semua soalan yang tertera didalam buku soalan ini.

S1. Berikan lima langkah yang terdapat dalam analisa etika.

(10 markah)

S2. Secara ringkas, kenalpasti pengguna bagi pelbagai jenis sistem maklumat pemprosesan.

(6 markah)

S3. Apakah kategori utama yang terdapat dalam perancangan sistem maklumat?

(7 markah)

S4. Namakan ciri-ciri sistem maklumat atas talian yang susah untuk dikawal.

(6 markah)

- S5. Apakah strategi yang boleh digunakan untuk mengatasi keengganan pengguna (user resistance) dalam projek pembangunan sistem?

(10 markah)

- S6. Sejauh manakah penggunaan kecerdasan buatan telah merubah proses pengurusan?

(9 markah)

- S7. Telah acapkali diperkatakan bahawa kebanyakan kegagalan sistem disebabkan oleh pembangun sistem tidak menghiraukan masalah gelagat organisasi. Mengapa?

(12 markah)

- S8. Bagaimanakah seharusnya kita memperolehi dan mengurus aset perkakasan dan perisian komputer?

(15 markah)

S9. Kajian kes: Airlines Are Using Technology to Make Your Traveling Easy

You probably enjoy flying – it usually means that you're taking a vacation to get away from it all. But there a number of things about vacations that we all hate, including working with several travel agent to find the best ticket prices, going to the airport and standing in long lines to check luggage, standing in another long line to check in at the gate, and then standing in yet another long line to actually board the plane. For many people it's a turnoff - and it costs airlines a lot of money to run you through all those hurdles.

In the future, you can expect that to change. Almost all airlines are currently experimenting with emerging technologies to make your travel easier than ever before. These emerging technologies include electronic ticketing, self-check-in machines, Web sites for online reservations, and smart cards. Let's take a look at each.

Electronic Ticketing. Electronic ticketing, or e-ticketing, replaces the physical ticket you would receive after you make a reservation. The electronic ticket you purchase through the airline or a travel agent is a confirmation number stored in a database. When you arrive at the gate, you give the agent either the confirmation number or your name. You don't have to worry about using losing your ticket, and airlines can board passengers faster. Most airlines – including Valujet, Southwest, Air Asia and MAS- already use some form of e-ticketing and estimate that they save an average of \$25 million annually. US Air even estimates that it may save as much as \$1 billion through e-ticketing.

Self-Check-In Machines. Many airlines have installed multimedia kiosks at airports. Once inside the kiosks, you can select your flight, buy a ticket, reserve a seat, pay by credit card, and obtain a receipt and a boarding pass. And you do all of this without ever talking to a travel agent or reservation agent.

Web Sites for Online Reservations. Most airlines also have Web sites on which you can view flight schedules, make reservations and pay for tickets. You can do all this from the comfort of your home.

Smart Card. Delta airlines is currently experimenting with a special type of smart card to help passengers. Your smart card would contain all the necessary information for purchasing a ticket, your name, credit card number to which you want the flight billed, and even your frequent flier number. Once you select your flight, all the information is transferred in a matter of seconds from your smart card to the airline's computer.

Airlines haven't stopped there. Once you are on the plane, you may find that you reserved space is equipped with a private television screen, so you can watch whatever you want (including pay-per-view movies). Many newer airplanes are equipped with a local area network to which you can connect your laptop computer and print documents on a high-quality laser printer.

- S9.
- (a) Syarikat penerbangan dapat menjimatkan belanja melalui e-tiket kerana tidak ramai penumpang yang memerlukan pemeriksaan dan penjejakan tiket. Adakah syarikat penerbangan mempunyai tanggung jawab sosial atau etika bagi menyediakan pekerjaan bagi pekerjaanya yang telah diganti dengan teknologi? Jika ada, boleh syarikat penerbangan menjimatkan belanja sebanyak mana yang boleh melalui e-tiket?
 - (b) Bagaimana pula dengan orang/penumpang yang fobia komputer? Jika kesemua syarikat penerbangan menggunakan teknologi untuk tiket dan menaiki kapalterbang, apakah yang akan terjadi kepada mereka ini yang tidak mahu menggunakan teknologi. Adakah syarikat penerbangan sentiasa perlu ada cara bagi mengatasi tiket fizikal untuk menaiki kapalterbang?
 - (c) Penggunaan kad pintar oleh Delta, merupakan salah satu aplikasi kad yang ada. Bagaimanakah syarikat penerbangan boleh menggunakan kad pintar bagi menolong penumpang semasa untuk daftar masuk? Sesetengah penumpang mungkin perlu untuk menyimpan beberapa ribu ringgit dalam kad pintar. Adakah anda berasa selesa dengan keadaan ini? Adakah terdapat perbezaan dengan ada kad kredit yang mempunyai nilai kredit yang banyak
 - (d) Adakah laman tempahan Internet akan memberikan impak negatif keatas agen perjalanan/pelancongan?
 - (e) Apakah bentuk teknologi yang akan muncul yang boleh digunakan oleh syarikat penerbangan bagi memudahkan perjalanan anda?

(25 markah)

- S1. What are the five steps in an ethical analysis?
(10 marks)
- S2. Briefly identify the users of the different types of information processing systems.
(6 marks)
- S3. What are the major categories of an information systems plan?
(7 marks)
- S4. Name some features of online information systems that make them difficult to control.
(6 marks)
- S5. What strategies can be used to overcome user resistance to systems development projects? (At most 5)
(10 marks)
- S6. How much can the use of artificial intelligence change the management process?
(9 marks)
- S7. It has been said that most systems fail because system builders ignore organizational behavior problems. Why?
(12 marks)
- S8. How should we acquire and manage the firm's hardware and software assets?
(15 marks)
- S9. (a) Airlines save money through e-ticketing because fewer people are needed to check and track passenger tickets. Do airlines have any social or ethical responsibilities to provide these displaced workers with other jobs? If they do, can airlines expect to save as much money through e-ticketing?
- (b) What about people with computer phobias? If all airlines use technology for ticketing and boarding, what will happen to people who don't want to

use technology? Will airlines always have to have mechanisms in place for boarding passengers with physical ticketing?

- (c) Delta's use smart card for ticketing is actually a variation of a smart card application. How could airlines use real smart cards to help passengers during check-in? Some people would have to store several thousand dollars on a smart card. Would you feel comfortable with that much money on a smart card? Is it any different than having a credit card with a large line of credit?
- (d) Do you think Internet reservation sites could negatively impact travel agent?
- (e) What other forms of emerging technologies could airlines use to make traveling easier for you?

(25 marks)