

Roll. No.

O.M.R. Serial No.

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Question Booklet Number

600003

BCA (SEM.-VI) (NON-NEP) EXAMINATION, 2024

COMPUTER APPLICATION

(Knowledge Management)

[BCA-604 (N)]

Paper Code

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Question Booklet

Series

C

Time : 1 : 30 Hours

Max. Marks : 75

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer 75 questions in the OMR Answer-Sheet provided and not in the question booklet. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

(Remaining instructions on last page)

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छोटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)

SE

1. Using _____ a decision maker can make hypothetical changes to problem data and observe the impact on the results.
 - (A) simulation
 - (B) what-if analysis
 - (C) optimization
 - (D) goal-seeking analysis
2. Which of the following is NOT a goal of transaction processing systems?
 - (A) Capture, process, and store transactions
 - (B) Produce a variety of documents related to routine business activities
 - (C) Reduce the manual effort associated with processing business transactions
 - (D) Produce standard reports used for management decision-making
3. The starting point of MIS planning is general _____ planning.
 - (A) objective
 - (B) managers
 - (C) business
 - (D) firms
4. Critical information for top management is provided by _____ information system.
 - (A) expert
 - (B) executive
 - (C) decision
 - (D) managerial
5. The translation of strategic and organizational goals into system development initiatives is called :
 - (A) systems development
 - (B) information systems planning
 - (C) project planning
 - (D) project definition
6. Knowledge-based system supports, _____ .
 - (A) knowledge of creation
 - (B) knowledge of support
 - (C) knowledge of dissemination
 - (D) All of the above

7. Which one of the following correctly refers to the task of the classification?
 - (A) A measure of the accuracy, of the classification of a concept that is given by a certain theory
 - (B) The task of assigning a class to a set of examples
 - (C) A subdivision of a set of examples into several classes
 - (D) None of the above
8. Which one of the following can be considered as the correct application of data mining?
 - (A) Fraud detection
 - (B) Corporate Analysis and Risk Management
 - (C) Management and market analysis
 - (D) All of the above
9. Which of the following is also used as the first step in the knowledge discovery process?
 - (A) Data selection
 - (B) Data cleaning
 - (C) Data transformation
 - (D) Data integration
10. Which of the following refers to the steps of the knowledge discovery process, in which the data from several heterogeneous data sources are combined?
 - (A) Data selection
 - (B) Data cleaning
 - (C) Data transformation
 - (D) Data integration
11. Which type of software is focused on supporting communication, collaboration, and coordination?
 - (A) Groupware
 - (B) E-business software
 - (C) SCM software
 - (D) CRM Software
12. Which category of computer-based information systems are concerned with supporting the functional areas of an organization?
 - (A) Office automation systems
 - (B) Expert systems
 - (C) Strategic information systems
 - (D) Business information systems
13. system provides information in easy to use displays to top and middle management.
 - (A) Decision
 - (B) Management
 - (C) Executive
 - (D) Expert

14. Which of the following is an essential process in which the intelligent methods are applied to extract data patterns?
- (A) Warehousing
(B) Data Mining
(C) Text Mining
(D) Data Selection
15. What is KDD in data mining?
- (A) Knowledge Discovery from Data Warehouse
(B) Knowledge Discovery from Data
(C) Knowledge Data definition
(D) Knowledge data house
16. _____ is data about data.
- (A) Microdata
(B) Metadata
(C) Minidata
(D) Multidata
17. Data warehouse contains _____ data that is never found in the operational environment.
- (A) normalized
(B) informational
(C) summary
(D) de-normalized
18. Which of the following is not a kind of data warehouse application?
- (A) Information processing
(B) Analytical processing
(C) Data mining
(D) Transaction processing
19. A data warehouse is :
- (A) Updated by the end user
(B) Contains numerous naming conventions and formats
(C) Organized around important subject areas
(D) Contains only current data
20. Business intelligence and data warehousing is used for :
- (A) Forecasting
(B) Datamining
(C) Analysis of large volumes of product sales data
(D) All of the above

21. Identify the term used to define the multidimensional model of the data warehouse :
- (A) Table
 - (B) Tree
 - (C) Data cube
 - (D) Data structure
22. DSS in data warehouse stands for :
- (A) Decision single system
 - (B) Decision support system
 - (C) Data storage system
 - (D) Data support system
23. What is the time horizon in the data warehouse?
- (A) 3-4 years
 - (B) 1-2 years
 - (C) 5-10 years
 - (D) 2-3 years
24. Where can the data be updated?
- (A) Informational environment
 - (B) Data-warehouse environment
 - (C) Data mining environment
 - (D) Operational environment
25. What is the source of all data warehouse data known as?
- (A) Formal environment
 - (B) Technological environment
 - (C) Data-warehouse environment
 - (D) Operational environment
26. Which of the following is not a clustering method?
- (A) KNN method
 - (B) K mean method
 - (C) Self-organizing feature map method
 - (D) Agglomerative method
27. ETL stands for :
- (A) Effect, transfer, and load
 - (B) Explain, transfer, and load
 - (C) Extract, transfer, and load
 - (D) Extract, transform, and load
28. What is the use of data cleaning?
- (A) To remove noise from data
 - (B) Removing inconsistencies from the data
 - (C) Handling the missing data
 - (D) All of the above

29. Which of the following systems is NOT used to capture tacit knowledge?
- (A) Expert system
 - (B) Case-based reasoning
 - (C) Fuzzy logic
 - (D) Neural network
30. Which of the following techniques is used for knowledge discovery?
- (A) Expert system
 - (B) Transaction processing systems
 - (C) Case-based reasoning
 - (D) Data mining
31. Expert systems :
- (A) solve problems too difficult for human experts
 - (B) are based on DO WHILE rules
 - (C) work in very limited domains
 - (D) share characteristics with mainframe computing
32. Expert systems are expensive and time-consuming to maintain because:
- (A) their rule base is so complex
 - (B) they rely on equipment that becomes outdated
 - (C) their rules must be reprogrammed every time there is a change in the environment, which in turn may change the applicable rules
 - (D) only the person who created the system knows exactly how it works, and may not be available when changes are needed
33. Virtually all expert systems deal with problems of :
- (A) policy development
 - (B) classification
 - (C) logic and control
 - (D) high complexity
34. A DBMS reduces data redundancy and inconsistency by :
- (A) Enforcing referential integrity
 - (B) Uncoupling program and data
 - (C) Utilizing a data dictionary
 - (D) minimizing isolated files with repeated data

35. Which one of the following is most suitable for different places, same time conditions in the knowledge-sharing process?
- (A) Face-to-face meeting
 - (B) Peer to peer shared computer
 - (C) E-Mail
 - (D) Video conferencing
36. The main focus of Knowledge management in a firm is:
- (A) Leverage knowledge resources to achieve business objectives
 - (B) Information Management
 - (C) Document Management
 - (D) Process Improvement
37. Artificial intelligence systems:
- (A) Do not exhibit the same level of intelligence as human beings.
 - (B) Can solve all problems intelligently.
 - (C) Substitute for experts.
 - (D) Can come up with new and novel solutions to problems.
38. Reasoning by analogy is known as:
- (A) Deductive Reasoning
 - (B) Inductive Reasoning
 - (C) Case-Based Reasoning
 - (D) Inferencing
39. Which of the following statements best describes the relationship between collaboration and knowledge management?
- (A) Without knowledge, collaboration is difficult
 - (B) Knowledge doesn't exist without collaboration
 - (C) Knowledge is useful only when shared with others
 - (D) As knowledge increases, so does collaboration
40. The flow of events or transactions captured by an organization's system describes :
- (A) Information
 - (B) Data
 - (C) Wisdom
 - (D) Knowledge

41. Multi-dimensional knowledge is :
- (A) A class of learning algorithms that try to derive a prolog program from examples
 - (B) A table with n independent attributes can be seen as an n-dimensional space
 - (C) A prediction made using an extremely simple method, such as always predicting the same output
 - (D) None of these
42. Which of the following is not a data mining functionality?
- (A) Characterization and discrimination
 - (B) Classification and regression
 - (C) Selection and interpretation
 - (D) Clustering and analysis
43. _____ is a summarization of the general characteristics or features of a target class of data.
- (A) Data characterization
 - (B) Data classification
 - (C) Data discrimination
 - (D) Data selection
44. OLAP stands for :
- (A) Online Analytical Processing
 - (B) Online Linear Analytical Processing
 - (C) Online Animated Process
 - (D) Online Analytical Problem
45. The decision support system is used only for _____.
- (A) Cleaning
 - (B) Coding
 - (C) Selecting
 - (D) Queries
46. In _____ approach data warehouse is built first and all information needed is selected.
- (A) Top-down
 - (B) Client/server
 - (C) Bottom-up
 - (D) DSS
47. EIS stands for :
- (A) Executive Information System
 - (B) Exchange of Information System
 - (C) Extra Information System
 - (D) Extended Information system
48. The distance between two points that is calculated using Pythagoras theorem is :
- (A) Cartesian distance
 - (B) Euclidian distance
 - (C) Extendable distance
 - (D) Heuristic distance
49. In KDD and data mining, noise is referred to as :
- (A) Repeated data
 - (B) Complex data
 - (C) Metadata
 - (D) Random errors in the database

50. _____ are individuals who help users determine what outputs they need from the system and construct the plans needed to develop the necessary programs that produce these outputs.
- (A) Data entry operators
 - (B) Programmers
 - (C) Database administrators
 - (D) Systems analysts
51. Classification accuracy is :
- (A) A subdivision of a set of examples into several classes
 - (B) Measure of the accuracy, of the classification of a concept that is given by a certain theory
 - (C) The task of assigning a classification to a set of examples
 - (D) None of these
52. Precision of a classifier is given as :
- (A) $(TP)/(TP+FP)$
 - (B) $(FP+TP)/(TP)$
 - (C) $(TP+TN)/(FN+FP)$
 - (D) $(TP)/(TP+FP+FN+TN)$
53. Data selection is :
- (A) The actual discovery phase of a knowledge discovery process
 - (B) The stage of selecting the right data for a KDD process
 - (C) A subject-oriented integrated time variant non-volatile collection of data in support of management
 - (D) None of these
54. Hidden knowledge referred to :
- (A) A set of databases from different vendors, possibly using different database paradigms
 - (B) An approach to a problem that is not guaranteed to work but performs well in most cases
 - (C) Information that is hidden in a database and that cannot be recovered by a simple SQL query
 - (D) None of these

55. Heterogeneous databases referred to:

- (A) A set of databases from different vendors, possibly using different database paradigms
- (B) An approach to a problem that is not guaranteed to work but performs well in most cases
- (C) Information that is hidden in a database and that cannot be recovered by a simple SQL query
- (D) None of these

56. Enrichment is :

- (A) A stage of the KDD process in which new data is added to the existing selection
- (B) The process of finding a solution for a problem simply by enumerating all possible solutions according to some pre-defined order and then testing them
- (C) The distance between two points as calculated using the Pythagoras theorem
- (D) None of these

57. KDD is referred to :

- (A) Non-trivial extraction of implicit previously unknown and potentially useful information from data
- (B) Set of columns in a database table that can be used to identify each record within this table uniquely
- (C) Collection of interesting and useful patterns in a database
- (D) None of these

58. Knowledge is referred to :

- (A) Non-trivial extraction of implicit previously unknown and potentially useful information from data
- (B) Set of columns in a database table that can be used to identify each record within this table uniquely
- (C) Collection of interesting and useful patterns in a database
- (D) None of these

59. Data mining cannot be done if _____.
- (A) Operational data has not been archived
 - (B) Earlier management decisions are not available
 - (C) The organization is large
 - (D) All processing had been only batch processing
60. _____ gives the computer the ability to make suggestions and act like an expert in a particular field.
- (A) Decision support systems
 - (B) Virtual reality systems
 - (C) Management information systems
 - (D) Expert systems
61. _____ is a form of transaction processing in which all transactions are collected into a group and processed together.
- (A) Accumulation processing
 - (B) Batch processing
 - (C) Data collection
 - (D) None of the above
62. _____ makes use of groupware technology on the Internet platform for faster response Processing.
- (A) e-communication
 - (B) e-business
 - (C) e-commerce
 - (D) e-collaboration
63. Deciding where to locate new production facilities is an example of a manufacturing and production information system operates at the:
- (A) Operational level
 - (B) Management level
 - (C) Knowledge level
 - (D) Strategic level
64. _____ is the facts that are properly arranged, classified and organized.
- (A) Data
 - (B) Events
 - (C) Statements
 - (D) Information
65. _____ models to analyze a problem and provides possible solutions for management evaluation.
- (A) Decision
 - (B) Standard
 - (C) Structural
 - (D) Periodic

66. An operational system is which of the following?
- (A) A system that is used to run the business in real time and is based on historical data
 - (B) A system that is used to run the business in real time and is based on current data
 - (C) A system that is used to support decision-making and is based on current data
 - (D) A system that is used to support decision-making and is based on historical data
67. The information of MIS comes from the :
- (A) Internal source
 - (B) External source
 - (C) Both internal and external sources
 - (D) None of the above
68. The basic component(s) of DSS is (are) :
- (A) Database
 - (B) Model base
 - (C) DSS software system
 - (D) All of the above
69. Which one of the following can be defined as the study of data object which does not comply with the general behavior (or the model of available data)?
- (A) Evaluation Analysis
 - (B) Outlier Analysis
 - (C) Classification
 - (D) Prediction
70. Which one of the following correctly defines the term cluster?
- (A) Group of similar objects that differ significantly from other objects
 - (B) Symbolic representation of facts or ideas from which information can potentially be extracted
 - (C) Operations on a database to transform or simplify data in order to prepare it for a machine-learning algorithm
 - (D) All of the above

71. An example of information to support strategic management is :
- (A) Business Intelligence system
 - (B) Spreadsheet model of income projections
 - (C) Electronic document management system
 - (D) None of the above
72. The Management Information System (MIS) provides timely and effective information to support decision-making and other necessary management functions. Can you point out the sub-system that does not belong to the MIS?
- (A) Operational Tactical System
 - (B) Decision Support System (DSS)
 - (C) Data Communication System
 - (D) Automated Office System
73. Which of the following is not true of office automation?
- (A) It enhances office productivity
 - (B) Human factors should be considered in implementing office automation
 - (C) It will increase informal communications between employees
 - (D) Software should be designed to be user-friendly
74. Information is produced by processing data from which of the following sources?
- (A) data provided by higher levels of management
 - (B) data provided by lower levels of management
 - (C) internally generated data
 - (D) All of the above
75. Data has to be _____ before it can be converted into information.
- (A) transformed
 - (B) processed
 - (C) changed
 - (D) engineered
76. GDSS is the short form of :
- (A) Group decision support system
 - (B) Group discussion support system
 - (C) Group decision service system
 - (D) Group discussion support source

77. What does OLTP stand for?
- (A) Offline transaction processing
 - (B) Online transaction processing
 - (C) Outline transaction processing
 - (D) Outlier transaction processing
78. _____ is an object-oriented, integrated, time-variant, and nonvolatile collection of data in support of management decisions.
- (A) Data-warehouse
 - (B) Data-mining
 - (C) Web-mining
 - (D) Text-mining
79. The data is stored, retrieved, and updated in :
- (A) SMTP
 - (B) FTP
 - (C) OLTP
 - (D) OLAP
80. All of the following includes four dimensions of knowledge management EXCEPT :
- (A) Processes
 - (B) Products
 - (C) People
 - (D) Price
81. Which of the following refers to the problem of finding abstracted patterns (or structures) in the unlabeled data?
- (A) Supervised learning
 - (B) Unsupervised learning
 - (C) Hybrid learning
 - (D) Reinforcement learning
82. Which of the following can be considered as the correct process of Data Mining?
- (A) Infrastructure, Exploration, Analysis, Interpretation, Exploitation
 - (B) Exploration, Infrastructure, Analysis, Interpretation, Exploitation
 - (C) Exploration, Infrastructure, Interpretation, Analysis, Exploitation
 - (D) Exploration, Infrastructure, Analysis, Exploitation, Interpretation

83. A data mart usually can be constructed more rapidly and at a lower cost than a data warehouse because :
- (A) A data mart typically focuses on a single subject area or line of business
 - (B) All the information is historical
 - (C) A data mart uses a Web interface
 - (D) All of the information belongs to a single company
84. Identify the correct option which defines data-mart :
- (A) A subgroup of data warehouse
 - (B) Another type of data warehouse
 - (C) Not related to the data warehouse
 - (D) None of these
85. Identify the options below that a data warehouse can include :
- (A) Database table
 - (B) Online data
 - (C) Flat files
 - (D) All of these
86. Identify among the following for which system of data warehousing is mostly used :
- (A) Data mining and data storage
 - (B) Data integration and data storage
 - (C) Reporting and data analysis
 - (D) Data cleaning and data storage
87. Where is data warehousing used?
- (A) Transaction system
 - (B) Logical system
 - (C) Decision support system
 - (D) None of these
88. Choose the incorrect property of the data warehouse :
- (A) Data collection from heterogeneous sources
 - (B) Subject oriented
 - (C) Time variant
 - (D) Volatile
89. Identify the operation that can be performed in the data warehouse :
- (A) Alter
 - (B) Modify
 - (C) Scan
 - (D) Read/Write

90. Changing organizational behavior by sensing and responding to new experiences and knowledge is called :
- (A) Change management
 - (B) Knowledge networking
 - (C) The knowledge value chain
 - (D) Organizational learning
91. The set of business processes, culture, and behavior required to obtain value from investments in information systems is one type of :
- (A) Knowledge culture
 - (B) Knowledge discovery
 - (C) Organizational and management capital
 - (D) Organizational routine
92. Which of the following statements is NOT an accurate description of the importance of knowledge to a firm?
- (A) Knowledge experiences network effects as more people share it
 - (B) Knowledge should be seen as an intangible key asset
 - (C) Knowledge enables firms to more efficiently use their scarce resources
 - (D) Knowledge is unconditional
93. What is meant by the statement "Knowledge is sticky"?
- (A) Knowledge is hard to move
 - (B) Knowledge is universally applicable
 - (C) Knowledge works only in certain situations
 - (D) Knowledge is intangible
94. In order, which are the value-adding steps in the knowledge business value chain?
- (A) Acquire, store, disseminate, apply, feedback
 - (B) Data and information acquisition, acquire, store, disseminate, apply
 - (C) Acquire, disseminate, apply, feedback, management, and organizational activities
 - (D) Data and information acquisition, store, disseminate, feedback, apply

95. Groupware is built around each of the following principles:
- (A) Communication, collaboration, and coordination
 - (B) Communication, collaboration, coordination, and knowledge sharing
 - (C) Communication, collaboration, coordination, and investigation
 - (D) Communication, collaboration, coordination, and teamware
96. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describe:
- (A) Virtual reality
 - (B) A neural network
 - (C) A decision support system
 - (D) An expert system
97. A collection of internal and external knowledge in a single location for more efficient management and utilization by the organization best describes:
- (A) A knowledge repository
 - (B) Organizational memory
 - (C) A data warehouse
 - (D) Knowledge management
98. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:
- (A) Organizational learning
 - (B) Knowledge management system
 - (C) Organizational memory
 - (D) Knowledge assets
99. Expertise and experience of organizational members that has not been formally documented is known as:
- (A) Knowledge sharing
 - (B) Tacit knowledge
 - (C) Organizational learning
 - (D) Organizational memory
100. The stored learning from an organization's history that can be used for decision-making and other purposes best describes:
- (A) Organizational learning
 - (B) Tacit knowledge
 - (C) Knowledge warehouse
 - (D) Organizational memory

ROUGH WORK

Example :

Question :

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer Sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination, candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager & cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Impt. On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण: प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ मलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।