CHAPTER 11:
COMPUTERS AT WORK, SCHOOL, AND HOME

Multiple Choice:

1. For patients living in remote places, doctors use the Web to practice:
   
   A. anamorphic projection.
   
   B. remote imaging.
   
   C. Telemedicine.
   
   D. B2C.
   
   Answer: C   Reference: Where Computers Work   Difficulty: Easy

2. Computer-controlled machines designed to perform specific manual tasks are known as:
   
   A. PCs.
   
   B. robots.
   
   C. robotic computer-controlled games.
   
   D. virtual reality technology.
   
   Answer: B   Reference: The Automated Factory   Difficulty: Easy

3. Automated factories pose the greatest threat to the employment of:
   
   A. highly educated workers.
   
   B. office workers.
   
   C. blue-collar workers.
   
   D. white-collar workers.
   
   Answer: C   Reference: The Automated Factory   Difficulty: Easy
4. In automated factories, engineers use ____________ technologies to design new products.
   A. CAD
   B. FTP
   C. CMOS
   D. CAI

   **Answer:** A  **Reference:** The Automated Factory  **Difficulty:** Easy

5. In an automated environment, as the number of factory jobs declines, ____________ jobs increase and play a more important role in the economy.
   A. office worker
   B. blue-collar
   C. physical laborer
   D. top management

   **Answer:** A  **Reference:** The Automated Office  **Difficulty:** Easy

6. The total cost of ownership of a PC in the workplace includes all of the following EXCEPT:
   A. user training.
   B. user wages.
   C. maintenance.
   D. troubleshooting.

   **Answer:** B  **Reference:** Enterprise Computing  **Difficulty:** Moderate

7. Some businesses replace PCs with ____________, which are low-cost, low-maintenance machines that can access network information.
   A. decoders
   B. authoring tools
   C. thin clients
   D. servers

   **Answer:** C  **Reference:** Enterprise Computing  **Difficulty:** Moderate
8. In a company, the main decisions concerning enterprise computer systems and technology are made by the:
   A. CIO and CTO.
   B. CEO and CTO.
   C. CAI and CIO.
   D. DBMS and CEO.

   Answer: A  Reference: Enterprise Computing  Difficulty: Easy

9. In ____________ computing, personal computers, workstations, and mainframes coexist and work together:
   A. groupware
   B. PDF
   C. electronic cottage
   D. distributed

   Answer: D  Reference: Enterprise Computing  Difficulty: Easy

10. Several employees sharing their calendars and working together on a training manual is a good use of:
    A. groupware.
    B. Internet Relay Chat.
    C. group think.
    D. newsgroup software.

    Answer: A  Reference: Workgroup Computing  Difficulty: Moderate

11. A business can expand its intranet structure to its external partners and customers by creating a(n):
    A. intranet II.
    B. local area network.
    C. extranet.
    D. neural network.

    Answer: C  Reference: Workgroup Computing  Difficulty: Moderate
12. When a company allows clients, customers, and suppliers access to their network, they are creating a(n)
   A. intranet.
   B. extranet.
   C. neural network.
   D. local area network.

   **Answer:** B  **Reference:** Workgroup Computing  **Difficulty:** Easy

13. Adobe developed __________, which allows documents to be transmitted and stored without loss of formatting.
   A. defragmentation
   B. assembler format
   C. filtering format
   D. portable document format

   **Answer:** D  **Reference:** The Paperless Office  **Difficulty:** Moderate

14. Buying and selling products through a computer network is known as:
   A. electronic commerce.
   B. virtual buying.
   C. point-of-sale (POS) buying and selling.
   D. hypertext markup language (HTML) buying and selling.

   **Answer:** A  **Reference:** Electronic Commerce  **Difficulty:** Easy

15. Buying and selling between corporations is known as:
   A. C2C.
   B. B2C.
   C. B2B.
   D. C2B.

   **Answer:** C  **Reference:** Electronic Commerce  **Difficulty:** Moderate
16. __________ accounts for the most online sales.
   A. C2C
   B. B2C
   C. C2B
   D. B2B
   Answer: D  Reference: Electronic Commerce  Difficulty: Moderate

17. An information worker that works from home is known as a:
   A. CIO.
   B. teletyper.
   C. CAI.
   D. telecommuter.
   Answer: D  Reference: The Electronic Cottage  Difficulty: Easy

18. When corporations set up __________, their employees can commute to smaller offices closer to their homes.
   A. satellite offices
   B. virtual offices
   C. electronic cottages
   D. e-commerce sites
   Answer: A  Reference: The Electronic Cottage  Difficulty: Easy

19. Some people complain that when a job is automated, it is __________, requiring less expertise.
   A. up-skilled
   B. reverse engineered
   C. de-skilled
   D. authenticated
   Answer: C  Reference: De-Skilling and Up-Skilling  Difficulty: Easy
20. When a bank teller takes on more responsibilities because the job is computerized, that job has been:

   A. up-skilled.
   B. reverse engineered.
   C. de-skilled.
   D. authenticated.

Answer: A  Reference: De-Skilling and Up-Skilling  Difficulty: Easy

21. ____________ is used to track, document, and evaluate worker performance.

   A. Trolling
   B. Multi-threading
   C. Computer monitoring
   D. Computer mediation

Answer: C  Reference: Monitoring and Surveillance  Difficulty: Moderate

22. A workplace where hundreds of clerks use terminals in a massive, windowless room is called a(n):

   A. Electronic Data Interchange.
   B. global economy.
   C. edutainment.
   D. electronic sweatshop.

Answer: D  Reference: Electronic Sweatshops  Difficulty: Easy
23. The creation of worldwide businesses and markets is called __________.
   A. Global Network Navigator.
   B. globalization.
   C. geographical information system.
   D. intranet.
   Answer: B  Reference: World Wide Workers  Difficulty: Easy

24. When productivity increases due to the work of machines rather than the work of humans, it is known as:
   A. workerless growth.
   B. unemployment accessible gains.
   C. electronic advancement.
   D. jobless growth.
   Answer: D  Reference: Will We Need a New Economy?  Difficulty: Easy

25. During the __________ age, the U.S. educational system was developed.
   A. agricultural
   B. information
   C. mechanical
   D. industrial
   Answer: D  Reference: The Roots of Our Educational System  Difficulty: Moderate

26. The fear of technology is:
   A. Webopedia.
   B. technofear.
   C. de-skilling.
   D. technophobia.
   Answer: D  Reference: Information Age Education  Difficulty: Easy
27. Much of the educational software that is available on the market is:
   A. PASCAL programs.
   B. CAI software.
   C. source programs.
   D. filtering software.

   Answer: B  Reference: Computer-Aided Instruction  Difficulty: Challenging

28. Educational software is often referred to as:
   A. netware.
   B. courseware.
   C. Educational Resources Information Center programs.
   D. electronic conferencing software.

   Answer: B  Reference: Computer-Aided Instruction  Difficulty: Moderate

29. General-purpose software tools include all of the following EXCEPT ____________ software.
   A. word processing
   B. spreadsheet
   C. Web browser
   D. drill-and-practice

   Answer: D  Reference: Computer-Aided Instruction  Difficulty: Moderate

30. ____________ software is used to teach at an individualized pace using small steps and positive feedback.
   A. Drill-and-practice
   B. Stagecast Creator
   C. LOGO
   D. SOHO

   Answer: A  Reference: Computer-Aided Instruction  Difficulty: Moderate
31. In the 1960s, MIT developed a computer language called ____________ for children to use.
   A. PCL
   B. COBOL
   C. Assembler
   D. LOGO

   **Answer:** D  **Reference:** Programming Tools  **Difficulty:** Moderate

32. An example of a programming by demonstration system is:
   A. LOGO.
   B. Stagecast Creator.
   C. Luddite.
   D. COBOL.

   **Answer:** B  **Reference:** Programming Tools  **Difficulty:** Moderate

33. Authoring tools can help users create their own ____________ presentations, which may incorporate videos and Web pages.
   A. multimedia
   B. programming
   C. multi-programmed
   D. text

   **Answer:** A  **Reference:** Digital Media  **Difficulty:** Moderate

34. What two federal laws establish the goal that every student has equal access to school programs and services?
   A. CIO and CTO
   B. TCP and IP
   C. IDEA and ADA
   D. PDF and PDA.

   **Answer:** C  **Reference:** Supporting Special Needs  **Difficulty:** Moderate
35. With ___________ software, a student who cannot speak is able to communicate using text, graphics, and sound.

   A. compiler
   B. augmentative communication
   C. utility communication
   D. Luddite

**Answer:** B  **Reference:** Supporting Special Needs  **Difficulty:** Moderate

36. Communicating with students in other countries and taking correspondence courses are part of:

   A. LOGO.
   B. Stagecast Creator.
   C. ADA.
   D. distance education.

**Answer:** D  **Reference:** Distance Education  **Difficulty:** Moderate

37. SOHO stands for:

   A. Small Office, Hotel Office.
   B. Small Office, Home Office.
   C. Smart Office, Home Office.
   D. Screen Output, High Definition.

**Answer:** B  **Reference:** The High-Tech Home  **Difficulty:** Moderate

38. Instead of a magnetic strip, a smart card contains:

   A. memory and an embedded microprocessor.
   B. educational software.
   C. an internal modem.
   D. a hard disk.

**Answer:** A  **Reference:** Household Business  **Difficulty:** Moderate
39. Programs geared toward home markets that combine education and entertainment are called:
   A. pointcasting.
   B. SOHO.
   C. edutainment.
   D. filtering.

   **Answer:** C   **Reference:** Education and Information   **Difficulty:** Moderate

40. __________ provides custom newscasts and entertainment features aimed at one individual.
   A. Pointcasting
   B. Webcasting
   C. Cross-posting
   D. Edutainment

   **Answer:** A   **Reference:** Education and Information   **Difficulty:** Moderate

41. __________ software is used to block users from viewing certain Web sites on the computer.
   A. Web browser
   B. Filtering
   C. Edutainment.
   D. Internet NIC

   **Answer:** B   **Reference:** Education and Information   **Difficulty:** Easy

42. Stories that offer players some control over the plot are called:
   A. filtering fiction.
   B. storyboard.
   C. interactive fiction.
   D. SOHO.

   **Answer:** C   **Reference:** Home Entertainment Redefined   **Difficulty:** Easy
Fill in the Blank:

43. ___________ is the use of computer communications to facilitate medical practice outside the hospital.
   
   **Answer:** Telemedicine  
   **Reference:** Where Computers Work  
   **Difficulty:** Moderate

44. A modern automated factory may contain computer-controlled machines called ___________.
   
   **Answer:** robots  
   **Reference:** The Automated Factory  
   **Difficulty:** Moderate

45. CTO stands for ___________.
   
   **Answer:** chief technology officer  
   **Reference:** Enterprise Computing  
   **Difficulty:** Moderate

46. CIO stands for ___________.
   
   **Answer:** chief information officer  
   **Reference:** Enterprise Computing  
   **Difficulty:** Easy

47. TCO stands for ___________.
   
   **Answer:** total cost of ownership  
   **Reference:** Enterprise Computing  
   **Difficulty:** Moderate

48. ___________ computing refers to the use of mainframes, PCs, and workstations in one seamless system.
   
   **Answer:** Distributed  
   **Reference:** Enterprise Computing  
   **Difficulty:** Challenging

49. A(n) ___________ uses Internet technologies to share information within an organization.
   
   **Answer:** intranet  
   **Reference:** Workgroup Computing  
   **Difficulty:** Moderate

50. A company doing e-commerce may develop a private TCP/IP network designed for outside use by its customers, clients, and business partners call a(n) ___________.
   
   **Answer:** extranet  
   **Reference:** Workgroup Computing  
   **Difficulty:** Moderate

51. Adobe’s ___________ allows documents to be saved and transmitted without losing formatting.
   
   **Answer:** PDF or portable document format  
   **Reference:** The Paperless Office  
   **Difficulty:** Moderate

52. ___________ includes marketing, sales, support, customer service, buying, and selling on the Internet.
   
   **Answer:** E-commerce  
   **Reference:** Electronic Commerce  
   **Difficulty:** Moderate

53. B2C stands for ___________.
   
   **Answer:** business-to-consumer  
   **Reference:** Electronic Commerce  
   **Difficulty:** Moderate

54. B2B stands for ___________.
   
   **Answer:** business-to-business  
   **Reference:** Electronic Commerce  
   **Difficulty:** Moderate
55. Alvin Toffler coined the term ____________, which refers to a home having the necessary technology to enable working from home.

   Answer: electronic cottage  
   Reference: The Electronic Cottage  
   Difficulty: Moderate

56. ____________ is working from home using a modem connection to the office computer system.

   Answer: Telecommuting  
   Reference: The Electronic Cottage  
   Difficulty: Moderate

57. M-commerce stands for ____________.

   Answer: mobile commerce  
   Reference: The Electronic Cottage  
   Difficulty: Moderate

58. When a job is automated so that it requires less skill, it has been ____________.

   Answer: de-skilled  
   Reference: De-Skilling and Up-Skilling  
   Difficulty: Moderate

59. A(n) ____________ job is one that has been transformed so that it now requires more expertise.

   Answer: up-skilled  
   Reference: De-Skilling and Up-Skilling  
   Difficulty: Moderate

60. A(n) electronic ____________ is a workplace where employees experience poor working conditions, low wages, and repetitive stress injuries.

   Answer: sweatshop  
   Reference: Electronic Sweatshops  
   Difficulty: Moderate

61. A(n) ____________ is a person who resists changes due to automation.

   Answer: Luddite  
   Reference: Workers Against Machines  
   Difficulty: Challenging

62. ____________ is the term used for creation of worldwide businesses and markets.

   Answer: Globalization  
   Reference: World Wide Workers  
   Difficulty: Moderate

63. ____________ is the fear of technology.

   Answer: Technophobia  
   Reference: Information Age Education  
   Difficulty: Easy

64. ____________ software is based on B.F, Skinner’s principles of behavioral psychology.

   Answer: Drill-and-practice  
   Reference: Computer-Aided Instruction  
   Difficulty: Moderate

65. CAI stands for ____________.

   Answer: computer-aided instruction  
   Reference: Computer-Aided Instruction  
   Difficulty: Challenging

66. In the 1960s, Seymour Papert developed ____________, a programming language for children.

   Answer: LOGO  
   Reference: Programming Tools  
   Difficulty: Challenging
67. The ____________ Act, abbreviated IDEA, established the goal that every student should have equal access to school programs and services.

**Answer:** Individuals with Disabilities  **Reference:** Supporting Special Needs  **Difficulty:** Challenging

68. One of the fastest growing markets today is SOHO, which stands for ____________.

**Answer:** small office, home office  **Reference:** Computers Come Home  **Difficulty:** Challenging

69. A(n) ____________ is similar to a credit card that contains an embedded microprocessor and memory.

**Answer:** smart card  **Reference:** Household Business  **Difficulty:** Moderate

70. ____________ is software for the home market combining learning with amusement.

**Answer:** Edutainment  **Reference:** Education and Information  **Difficulty:** Moderate

71. ____________ is the creation of custom newscasts and entertainment features, directed to well-defined groups or individuals, which are broadcast to the desktop.

**Answer:** Narrowcasting  **Reference:** Education and Information  **Difficulty:** Moderate

72. An elementary school may use ____________ software to keep children from viewing offensive and inappropriate Web content.

**Answer:** filtering  **Reference:** Education and Information  **Difficulty:** Moderate

73. ____________ fiction is a story that allows readers some control over the plot.

**Answer:** Interactive  **Reference:** Home Entertainment Redefined  **Difficulty:** Moderate
Matching:

74. Match the following five terms to their meanings and ideas:

I. CAI  
   A. prevents viewing of offensive and inappropriate Web content

II. filtering software  
   B. use of computers and networks for education beyond the classroom

III. educational simulations  
   C. software for creating multimedia presentations

IV. authoring tools  
   D. combination of drill-and-practice software and tutorial software

V. distance education  
   E. software for exploration and experimentation

Answers: D, A, E, C, B  
Reference: Multiple locations  
Difficulty: Moderate

75. Match the following five terms to their meanings:

I. pointcasting  
   A. worker warehouse with poor working conditions

II. electronic cottage  
   B. integration of all kinds of computers from PCs to mainframes into one, seamless system

III. electronic sweatshop  
   C. individualized broadcasting

IV. Luddite  
   D. person resistant to technological change

V. distributed computing  
   E. home with technology that facilitates telecommuting

Answer: C, E, A, D, B  
Reference: Multiple locations  
Difficulty: Moderate