

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 to 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

Chapter 11: Computers at Work, School, and Home

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

Chapter 11: Computers at Work, School, and Home

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