M.Sc. IN HOSPITALITY ADMINISTRATION (MHA)

00204

Term-End Examination

December, 2018

MHA-004 : INFORMATION MANAGEMENT SYSTEMS AND HOSPITALITY

Time : 3 hours   *Maximum Marks : 100*

Note :   *(i)   Attempt any five questions.*

  (ii) All questions carry equal marks.

1.   Discuss the various modes through which   20
     information is generated.

2.   What are the different approaches which are used   20
     to define the subsystems of a Management
     Information System ? How organization is acting
     as an Information Processing Unit ?

3.   Discuss the advantages and disadvantages of   20
     computer based managerial decision making. In
     support of your answer give suitable examples.

4.   What is "micro-computers" ? What are the   20
     reasons for popularity of micro-computers ?
     Substantiate your answer with suitable examples
     from hospitality industry.

5. Write short notes on :   **10x2=20**

    (a)   USI Reference Model

    (b)   Applications of Networks

6. What do you understand by "Stage Growth   **20**
    Hypothesis" ? Describe different stages of Nolan
    Growth Model.

7. Discuss the role of MIS at various management   **20**
    levels. List a few desirable characteristics of MIS.

8. Discuss various aspects and components of system **20**
    life cycle in a Computer Based Information System
    (CBIS).

9. Write an essay on "Protecting Information in   **20**
    Computer."

10. Write short notes on :   **10x2=20**

    (a)   Legal aspects of use of computers.

    (b)   Purchase or sale of computers in India.