M. SC. IN HOSPITALITY ADMINISTRATION (MHA)
Term-End Examination
December, 2023

MHA–04 : INFORMATION MANAGEMENT SYSTEMS AND HOSPITALITY

Time : 3 Hours   *Maximum Marks : 100*

Note : *(i)* *Answer any* ***five*** *questions in about* ***600*** *words each.*

   (ii) *All questions carry equal marks.*

1. Define Information. Describe the types, properties and related barriers to information.

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2. Discuss the relationship between data, information and knowledge. Explain their significance in the Hospitality Industry.   20

3. Elaborate the significance of computerisation for efficient management decision-making at the corporate level in the hospitality industry.

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4. What are the most common types of software used for applications on personal computers ?

20

5. Write short notes on the following : 4×5=20

(i) System Life Cycle

(ii) Evolution of Computers

(iii) Information Economics

(iv) Information needs for decision-making

6. What do you understand by Management Information System (MIS) ? How can MIS be useful in the Hospitality Industry ? 20

7. What is Hacking ? What are methods and ways of protecting and securing information on your Personal Computer ? 20

8. Write notes on the following : 2×10=20

(i) Cost of information

(ii) Value of perfect information

9. Discuss the role of Information Technology in the Hospitality Business with examples. 20

10. Differentiate between any *two* of the following : 2×10=20

(a) Computer Software and Hardware

(b) Switched and Non-switched Network

(c) Input and Output devices of a computer

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