

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2019

00564

**MHA-004 : INFORMATION MANAGEMENT
SYSTEMS AND HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What are data, information and knowledge ?
Is there any relationship between data, information and knowledge ? Substantiate your answer with suitable examples from travel and tourism field. 20
2. Write short notes on : 2×10=20
 - (a) Characteristics of Information
 - (b) Value of Information
3. Write an essay on "Role of Computers in Management and their Limitations". 20
4. What do you mean by "Computer Hardware" and "Computer Software" ? Also explain the difference between Random Access Memory and Serial Access Memory.. 20

5. Describe the characteristics of Local Area Networks and Network Topologies. 20
6. "Information is a valuable resource in any organization. However, the preparation of formal information is not free, it costs money." Analyze the statement and give suitable examples in support of your answer 20
7. Discuss the role of computers in "Management Decision Making". 20
8. Write short notes on : $2 \times 10 = 20$
- (a) Data Flow Diagram
 - (b) System Design (Physical)
9. Critically analyse the role of latest information technology in the travel and tourism sector. 20
10. Discuss the impact of computerization on job opportunities in India. Explain with examples. 20
-