

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

**Term-End Examination**

**June, 2022**

**MHA-04 : INFORMATION MANAGEMENT  
SYSTEMS AND HOSPITALITY**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Define Information. Discuss the properties and characteristics of information. 20
2. Discuss the advantages and limitations of computer-based managerial decision-making. Support your answer with suitable examples from the hotel industry. 20
3. What do you understand by Computer Hardware ? What are the different parts that constitute a computer hardware ? 20
4. Explain with the help of examples the legal dimensions of computerisation and digitalisation. 20

5. Write short notes on the following : 4×5=20
- (a) Supercomputers
  - (b) WAN
  - (c) Data Processing
  - (d) Knowledge
6. What do you understand by Network Topology ?  
Discuss the commonly used Network Topologies. 20
7. Discuss the role of MIS at various management levels, with suitable examples from the hospitality industry. 20
8. Critically analyse the role and importance of Internet in the hospitality industry. 20
9. Discuss the strategic issues related with the computer-aided decision-making process. 20
10. Write short notes on any **two** of the following : 2×10=20
- (a) Classification of Computers
  - (b) Modes of Information Generation
  - (c) Hacking
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