

M.Sc. in HOSPITALITY ADMINISTRATION

Term-End Examination

April, 2010

**MHA-4 : INFORMATION MANAGEMENT
SYSTEMS AND HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note :

- (i) Answer **any five** questions.
(ii) All questions carry **equal** marks, unless otherwise specified.

1. Differentiate between Data and Information. 20
Describe the various types and properties of Information.
2. Discuss the various modes through which information could be generated. 20
3. Answer **any two**. 10x2=20
 - (a) Structure and Types of Information System.
 - (b) Hardware Components of Computers.
 - (c) Computer Viruses and their Characteristics.
4. Discuss the importance and impact of computerisation on the functioning of the Hotel Industry. 20

5. Differentiate between LAN and WAN. Describe the characteristics of LAN. 20
6. Define a Network Typology and discuss its various types. 20
7. What are the major cost of operating an Information System ? Describe the desirable attributes of information which makes it cost effective. 20
8. Discuss the social dimension and legal aspects of use of computers. 20
9. Write a short note on each of the following in about 120 words each. 5x4=20
 - (a) Computer Software.
 - (b) MIS.
 - (c) Computers and Job Opportunities.
 - (d) Use of Internet.
10. Define Computer Based Information System (CBIS) and describe the various stages in its Life Cycle. 20