

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

Term-End Examination

June, 2021

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

Time : 3 hours

Maximum Marks : 100

Note : Answer any **five** questions in about 600 words each. All questions carry equal marks.

1. Define Information. Discuss the value and importance of information in the socio-economic development of a society. 20

2. What do you understand by Management Information System (MIS) ? Discuss the main features of MIS. 20

3. What is meant by Computer Network ? Discuss in brief the various kinds of network topologies. 20

4. Write a detailed note on 'Stage Growth Hypothesis' developed by Richard Nolan. 20

5. Elaborate upon the role and importance of computers in management functions and decision-making. Give suitable examples from hospitality sector. 20
6. What is meant by System ? How can we classify systems ? Explain the different levels of information system. 20
7. Write a note on the use of computers in Hotel Services. 20
8. What is a Computer Virus ? Describe the various characteristics of computer viruses. 20
9. Write a detailed note on legal aspects of use of computers. 20
10. Write short notes on any **two** of the following : 2×10=20
- (a) Data Life-cycle
 - (b) Scope of Data
 - (c) System Analysis
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