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MHA-04

**M. SC. HOSPITALITY
ADMINISTRATION (MHA)**

Term-End Examination

June, 2024

**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 Data. Explain the nature and scope of data with suitable examples. 20
2. What is the importance of information ? What are the modes of information generation in the hospitality industry ? 20
3. Discuss the importance and role of computers in Management Decision Making process. 20
4. What is the difference between Computer Hardware and Software ? What are the various components of computer hardware ? 20

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5. Differentiate between the following : $4 \times 5 = 20$
- (i) Data and Information
 - (ii) Compiler and Interpreter
 - (iii) Patents and Copyright
 - (iv) LAN and WAN
6. Define LAN. Discuss the various network topologies with the help of diagrams. 20
7. What do you understand by perverse software ? Discuss the characteristics of computer viruses and measures to protect computer. 20
8. Critically analyse the impact of computers in hospitality industry. 20
9. Discuss the role and importance of Internet in the Hospitality Industry with example. 20
10. Write short notes on the following (any *two*) : $2 \times 10 = 20$
- (a) Operating Elements of Information Systems
 - (b) Management Information System (MIS)
 - (c) Legal Dimension of Computerisation