

**M. SC. IN HOSPITALITY  
ADMINISTRATION (MHA)  
Term-End Examination  
December, 2025**

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

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** (i) Answer any **five** questions in about  
**600** words each.

(ii) All questions carry equal marks.

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1. Define information and discuss its characteristics. Also mention the types and forms of information. 20
2. What are the different types and levels of information in a business organisation ? What are the conceptual and physical structure of Information Systems ? 20

3. Define computer software. Describe any *three* commonly used computer softwares in a hotel. 20
4. What do you understand by Local Area Network (LAN) ? How can we classify networks based on their structures ? 20
5. Write short notes on the following :  $4 \times 5 = 20$ 
  - (i) Barriers to Information
  - (ii) Scope of Data
  - (iii) System Analysis
  - (iv) Information Economics
6. Discuss the 'Stage Growth Hypothesis' model of MIS with suitable examples. 20
7. Discuss the 'evolution of computers', mentioning in brief the key features of each generation. 20
8. Discuss the legal dimensions of computerisation with the help of suitable examples from the hospitality industry. 20

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9. Critically analyse the role and importance of social media in the Accommodation Sector. Substantiate your answer with suitable examples. 20
10. Differentiate between any *two* of the following : 2×10=20
- (a) Impact of computerisation on individual and on society
  - (b) Perverse Software and Hacking
  - (c) Network Topology and Network Structure

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