

**M. SC. IN HOSPITALITY  
ADMINISTRATION (MHA)  
Term-End Examination  
June, 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. What do you understand by information ?  
What are the different types and forms of  
information available for use in the  
hospitality sector ? 20
2. Define Data. Explain the nature and scope  
of data with suitable examples. 20

3. Discuss the strategic issues of computer aided decision-making. Support your answer with suitable examples from the hotel industry. 20
4. What do you understand by computer hardware ? What are the components of computer hardware ? 20
5. Differentiate between the following :  $4 \times 5 = 20$ 
  - (i) Data and Information
  - (ii) Computer Hardware and Software
  - (iii) Micro Computers and Super Computers
  - (iv) Patents and Copyright
6. What do you understand by Management Information System (MIS) ? What are the characteristics expected of a good MIS and why ? 20
7. Define LAN. Discuss the various network topologies with the help of diagrams. 20
8. Discuss the legal dimensions of computerisation with the help of suitable examples from the hospitality industry. 20

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9. Discuss the role of Information Technology in hospitality business. Substantiate your answer with suitable examples. 20
10. Write short notes on any *two* of the following : 2×10=20
- (a) Production Planning and Control (PPC)
  - (b) Information Economics
  - (c) Perverse Software

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