

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

Term-End Examination

June, 2026

**MHA-004 : 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. What do you understand by information ?
What are the properties of information ?
What is the need and value of information in
Hospitality industry ? 20
2. What do you understand by Information
Systems ? What are the types, structures,
and operating elements of information
systems ? 20

3. Define computer hardware. Enumerate and discuss the function of various components of computer hardware. 20
4. How has computers influenced modern hotel business ? Explain with the help of examples. 20
5. Differentiate between the following : $4 \times 5 = 20$
 - (i) Information and Knowledge
 - (ii) Formal and informal flow of information
 - (iii) Switched and non-switched networks
 - (iv) Input and output devices of a computer
6. What do you understand by Local Area Network (LAN) ? What are the characteristics of LAN ? 20
7. What do you understand by Management Information System (MIS) ? Enumerate desirable characteristics of MIS and explain the role of MIS at various management levels. 20

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8. What is hacking ? What are methods and ways of protecting and securing information on your Personal Computer ? 20
9. Critically analyse the role and importance of social media in the fast-food outlets. Substantiate your answer with suitable examples. 20
10. Write short notes on any *two* of the following :
2×10=20
- (a) Advantages of Personal Computers
 - (b) Systems Analysis
 - (c) Data Life-Cycle

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