

Roll No.

MTM–204/MTTM–204

MIS for Tourism

Master of Tourism and Travel Management

(MTM–12/MTTM–16/17)

Second Semester, Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Define Management Information System. What are the advantages and disadvantages of MIS ?
2. Define the Central Reservation System and explain its different types.
3. What is development ? What do you understand by development of a tourism destination ?
4. Elaborate the latest technology trends in reservation system.

(B-93) P. T. O.

Section-B**(Short Answer Type Questions)**

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What do you understand by computer hardware and software ?
2. Write short notes on the following :
 - (a) CPU
 - (b) RAM
3. Define the terms data, data processing and information.
4. What are the various components of MIS ?
5. What is a decision-making ?
6. What is the use of MIS in tourism ?
7. What is development ?
8. What do you understand by MIS implementation ?

Section-C**(Objective Type Questions)**

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

1. Management Information Systems (MIS) :
 - (a) creates and share documents that support day-to-day office activities
 - (b) processes business transactions (e.g., time cards, payments, orders, etc.)
 - (c) captures and reproduce the knowledge of an expert problem solver
 - (d) uses the transaction data to produce information needed by managers to run the business

2. The term used to describe those people whose jobs involve sponsoring and funding the project to develop, operate and maintain the information system is :
 - (a) information worker
 - (b) internal system user
 - (c) systems owner
 - (d) external system user
3. The person who ensures that systems are developed on time, within budget and with acceptable quality is a :
 - (a) systems designer
 - (b) project manager
 - (c) systems owner
 - (d) external system user
4. Which one of the following is not a business driver for an information system ?
 - (a) business process redesign
 - (b) knowledge asset management
 - (c) proliferation of networks and the internet
 - (d) security and privacy
5. FTP stands for
 - (a) File Transmission Protocol
 - (b) File Transfer Protocol
 - (c) File Transport Protocol
 - (d) File Terminal Protocol

6. If a university sets up a web-based information system that faculty could access to record student grades and to advise students, that would be an example of a/an :
 - (a) CRM
 - (b) Intranet
 - (c) ERP
 - (d) Extranet
7. Which of the following is not a technology driver for an information system ?
 - (a) Enterprise applications
 - (b) Object technologies
 - (c) Knowledge asset management
 - (d) Collaborative technologies
8. Inventory is also referred to as
 - (a) Stock
 - (b) Warehouse capacity
 - (c) Materials
 - (d) Materials in hand
9. Decision makers who are concerned with tactical (short-term) operational problems and decision-making are :
 - (a) Middle managers
 - (b) Executive managers
 - (c) Supervisors
 - (d) Mobile managers
10. The application of information to scan an organisation's environment is :
 - (a) external communication
 - (b) information overload
 - (c) sensing
 - (d) internal communication