

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. What do you mean by a word ‘system’ ? Briefly describe the various types of system through suitable example. How could you relate MIS with the concepts of the system ?
2. What is MIS ? Discuss in detail.
3. What are the different types of Information ?

4. Explain the Data Based Management System.

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. Discuss the objectives and characteristics of MIS.
2. Explain the level of business activity with reference to information required.
3. Explain the different elements of a System.
4. What do you mean by planning ? Describe planning needs in MIS.
5. Write a detailed note on Computer based applications.
6. What are the components of Computers ?
7. Describe the use of computers in travel services.
8. Write short notes on the following :
 - (a) DBMS
 - (b) CRS

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) share documents that support day-to-day office activities
 - (b) Process business transactions (e.g., time cards, payments, orders, etc.)

- (c) capture and reproduce the knowledge of an expert problem solver
 - (d) use the transaction data to produce information needed by managers to run the business
 - (e) None of the above
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
 - (e) systems builder
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
 - (e) Systems builder
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
 - (e) Collaboration and partnership

5. 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
 - (e) Networks and the Internet
6. An information system that supports the planning and assessment needs of executive management is :
 - (a) DSS
 - (b) TPS
 - (c) ERP
 - (d) MIS
 - (e) None of the above
7. To improve the performance of a business process, which of the following is most relevant ?
 - (a) Input
 - (b) Processing
 - (c) Both of the above
 - (d) Control and feedback
 - (e) Output
8. The majority of publically available Internet information sources are :
 - (a) created in XML
 - (b) structured information
 - (c) normal information
 - (d) unstructured information
 - (e) None of the above

9. Which of the following is the part of a static view of information ?
- (a) Logical data model
 - (b) Meta data
 - (c) Data flow model
 - (d) Information process model
10. Which of the following is not a class of information system applications ?
- (a) Database management system
 - (b) Decision support system
 - (c) Expert system
 - (d) Management information system
 - (e) Office automation system