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Total No. of Pages : 02

Total No. of Questions : 18

MTTM (2018 Batch) (Sem.-1)
**COMPUTER APPLICATIONS IN TOURISM & HOSPITALITY
INDUSTRY**

Subject Code : MTTM-106-18
M.Code : 75628

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Answer briefly :

1. Difference between information and knowledge? Is knowledge better than information? Justify.
2. What are high level languages? Name any two.
3. How ICT has contributed to the Tourism and Hospitality industry? Give an example.
4. Name any three application software.
5. Define AI. Give two examples of AI.
6. What is MIS? Name any two application areas of MIS.
7. What do you mean by transition in MS Power Point?
8. How can we track changes in MS Word?
9. Define a computer network. What are its types?
10. Define World Wide Web.

SECTION-B

11. What is an IS? How does it work? What are its management, organization and technology components?
12. What does SPSS stands for? List five statistical techniques that can be used with SPSS? Explain the application areas where SPSS can be used?
13. Define E-Commerce. Explain various application areas of E-Commerce in tourism and hospitality industry.
14. Define Computer Network. What are the various networking devices? Explain each of them.
15. XYZ Company is a leading food chain having 20 stores in the city. It manages all its raw material inventory or real-time space, keeps record of its sales and manages account on daily basis. The management wants to procure the computer system for its complete business. Identify the kind of hardware and software the company would require.

SECTION-C

16. A researcher is interested in assessing the impact of a number of changes in a factory on the job satisfaction of workers. Before the changes are implemented the researcher distributes a questionnaire to a sample of workers which measures their attitudes to their work and their overall job satisfaction. The same questionnaire is distributed to the same group of workers one month after the workplace changes were implemented, and again three months later.
 - a) Which parametric statistical technique could the researcher use to see if workers' job satisfaction levels had changed across the three time periods measured? Briefly justify your answer.
 - b) What non-parametric technique (if any) could be used to explore this question?
17. Explain following :
 - a) Difference between what-if analysis and goal-seeking analysis.
 - b) How are charts useful in Excel? Compare any three chart types available in Excel.
18. Operating system is an important component of computer system. What are the main characteristics of a good operating system?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.