

GUJARAT TECHNOLOGICAL UNIVERSITY
MCA - SEMESTER-IV • EXAMINATION – WINTER - 2018

Subject Code: 2640004**Date: 27/11/ 2018****Subject Name: Management Information Systems****Time: 10.30 am to 1.00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Distinguish between Data and Information. State and explain different types of information. Discuss quality of Information. **07**
- (b) Define Management Information System. Why we need computer based information system? Justify your answer with few examples. **07**
- Q.2** (a) Discuss positive and negative impact of information technology on workplace and quality of life. **07**
- (b) Identify key information and knowledge in following cases: **07**
- 1) Hospital outpatient department (OPD)
 - 2) Pharmacy Shop
 - 3) Mobile shop
 - 4) Claim settlement office of vehicle insurance
- OR**
- (b) Explain the different methods of data and information collection. **07**
- Q.3** (a) Discuss decision analysis by analytical modeling. **07**
- (b) What is Rational decision making? Explain various problems encountered in making Rational decision. **07**
- OR**
- Q.3** (a) Describe the relationship between EIS, MIS, and DSS. **07**
- (b) Discuss how quality of information improves the knowledge and decision-making capability of the people. **07**
- Q.4** (a) Write a short note on following : **07**
- (i) Transaction Processing System
 - (ii) Application Processing System
- (b) Explain prototype and life cycle development approach for MIS development. **07**
- OR**
- Q.4** (a) What is a conflict resolution? Explain Conflict Resolutions Methods. **07**
- (b) Define service. Differentiate between service and product. Explain customer service design and factors affecting it. **07**
- Q.5** (a) Explain how systems are vulnerable by the use of Wi-Fi. **07**
- (b) Explain role of Antivirus software and Firewalls. **07**
- OR**
- Q.5** (a) Write a note on Business value of security and control. **07**
- (b) Explain applications of MIS in Banking sector. **07**
