**63/2 (SEM-2) MBA 2.6 (N/O)**

**2022**

# MANAGEMENT STUDIES

(Theory Paper)

Paper Code : MBA 2.6 (New)

**(Management Information System and Project Management)**

Full Marks – 70

Time – Three hours

*The figures in the margin indicate full marks for the questions.*

1. Answer any *five* from the following questions :

    2×5=10

    (a) What is an Operations Support System ?

    (b) What is a Knowledge Based System ?

    (c) What is Responsibility Matrix ?

    (d) What is Project Management ?

    (e) What is Data Resource Management ?

    (f) What is DSS ?

    (g) What is SDLC ?

[Turn over

2. Answer any *four* from the following questions :

$5 \times 4 = 20$

(a) What are the impacts of MIS on the organisations ?

(b) Explain the steps in defining a Project.

(c) Explain the need for Project Portfolio Management System.

(d) What are the major steps involved in design of MIS ?

(e) What is ROLAP ? Explain.

(f) What is Data Warehouse ?

3. Answer any *four* from the following questions :

$7 \times 4 = 28$

(a) What are the functions and importance of MIS ?

$4 + 3 = 7$

(b) Explain the external causes of Project delays.

(c) Explain the importance of Project Management.

(d) Explain any two approaches of System Development.

(e) Elaborate on the types of DSS.

(f) Mention the characteristics of System Development.

## Case Study

4. Compulsory Question : 12

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area : the cold-item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a *drink*. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in

management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

Questions :

(i) In the light of the system, describe the decisions to be made in the area of strategic planning, managerial control and operational control . What information would you require to make such decisions ?

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(ii) What would make the system a more complete MIS rather than just doing transaction processing ?    4

(iii) Explain the probable effects that making the system more formal would have on the customers and the management.

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(Theory Paper)

Paper Code : MBA 2.6 (Old)

(Business Ethics and Corporate Governance)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks for the questions.

1.  Answer any *five* of the following questions :

2×5=10

(a)  What are values ?

(b)  What are ethics ?

(c)  What is Corporate Governance ?

(d)  Who are internal stakeholders ?

(e)  Who are non executive directors ?

(f)  What are ethical dilemmas ?

(g)  What are privacy issues in HRM ethics ?

2. Answer any *five* of the following questions :

4×5=20

(a) Discuss any four types of values.

(b) Discuss the importance of corporate social responsibility.

(c) Discuss the corporate responsibilities towards its stakeholders.

(d) What are the salient features of whistle blowing ?

(e) Explain the models of corporate governance.

(f) Explain the types of board structures.

(g) What is job discrimination ? How to determine whether a decision is discriminated or not ?

2+2=4

3. Answer any *five* of the following questions :

8×5=40

(a) What is ethical decision making ? What is the importance of ethical decision making ?

2+6=8

(b) Discuss the types of whistle blowing.

(c) What is corporate ethical leadership ? What are the qualities necessary to become an ethical leader ?

2+6=8

(d) What is value based management ? What are the advantages of value based management ?

2+6=8

(e) Explain roles of different types of directors.

(f) Explain the different types of ethical issues in HRM.

(g) State the ten step method of ethical decision making by Pekel and Wallace.