

E 3728



Reg. No.....

Name.....

B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, NOVEMBER 2022

Fourth Semester

Core Course 16—COMPUTERISED OFFICE MANAGEMENT FOR TOURISM

(2013—2016 Admissions)

Time : Three Hours

Maximum Marks : 80

Part A (Short Answer Questions)

Answer all questions.

Each question carries 1 mark.

1. What is artificial intelligence ?
2. What is tool bar ?
3. What is output devise ?
4. What is header ?
5. What is RAM ?
6. Define Information System.
7. What is MS Word ?
8. What is work sheet ?
9. Differentiate between RAM and ROM.
10. What is information ?

(10 × 1 = 10)

Part B (Brief Answer Questions)

Answer any eight questions.

Each question carries 2 marks.

11. Discuss e-commerce.
12. What is office automation ?
13. Discuss MIS.

Turn over





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14. Write down the steps to set animation in MS PowerPoint.
15. Write down the steps to insert page number in MS PowerPoint.
16. Discuss the components of a computer system.
17. What is spread sheet ?
18. What is storage device ?
19. What is data base ?
20. Write down any two features of fifth generation computer.
21. What is data processing ?
22. What is memory ?

(8 × 2 = 16)

Part C (Descriptive/ Short Essay Questions)

*Answer any **six** questions.
Each question carries 4 marks.*

23. Discuss the advantages of computer.
24. Discuss Management Information System.
25. Explain the features of MS Word.
26. Discuss input and output devices.
27. Explain the need for information system in business.
28. Discuss the functions of storage device.
29. Explain the characteristics of MS Word.
30. Discuss the role of MS Excel in data analysis.
31. Explain the features of office automation.

(6 × 4 = 24)





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Part D (Long Essay Questions)

*Answer any **two** questions.*

Each question carries 15 marks.

32. Discuss the features and importance of MS PowerPoint in today's business scenario.
33. Discuss the role of information system in the growth of tourism industry.
34. Discuss the impact of office automation on business management.
35. Explain the historical development of computers.

(2 × 15 = 30)

