Roll No. .....

67063

M.C.A. (Regular) 2nd Semester Examination–May, 2013

(for Re-appear Candidates w.e.f. May, 2012)

Computer Based Management System & E-Commerce

Paper-MCA-203

Time : 3 hours ***Max. Marks : 80***

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Attempt any **five** questions. All questions carry equal marks.

Unit-I

1. (a) What is Management ? What are the different levels of it ? Also explain the characteristics of management.

(b) Explain the role of Planning and Controlling process in management.

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2. (a) What do you understand by "Scientific approach to management" ? How is scientific management used in business today ? Explain.

(b) Explain the following :

(i) Systems Approach

(ii) Contingency Approach

Unit-II

3. (a) What do you mean by communication ? What are the characteristics of a good communication ? Why is effective communication very important in management ? Explain.

(b) What is Seven-S-Model ? What is the role of it in management ? Explain.

4. Explain the following :

(a) EDI (Electronic Data Interchange)

(b) TQM (Total Quality Management ?

Unit-III

5. (a) What is information system ? Explain the role of information system in management.

(b) What is office automation system ? Discuss the features and impact of it.

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6. (a) What do you mean by MIS ? Discuss various characteristics expected of a good MIS.

(b) What are Decision support systems ? How do these help in decision making ? Explain.

Unit-IV

7. (a) What do you mean by E-Commerce ? Explain the various benefits of e-commerce.

(b) What do you mean by business models of E-Commerce ? Explain.

8. (a) What do you mean by electronic payment system ? Explain the pre-paid and post-paid payment system.

(b) What role does the security play in e-commerce ? Explain.

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