

7. (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**

8. (a) What do you mean by E-commerce? Explain the various benefits of e-commerce.
- (b) What do you mean by electronic payment system? Explain the pre-paid and post-paid payment system.
9. Explain the following in detail :
- (a) Business models of E-commerce
- (b) Cryptology and Authentication Protocol

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Roll No. ....

**67073**

**M.C.A. 2nd Sem.**  
**(with new notes - M.M. 80**  
**w.e.f. May, 2013)**

**Examination-May, 2016**

**Computer Based Management Systems &**  
**E-Commerce (New)**

**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 **five** questions in **all**. Question No. **1** is **compulsory**. In addition to compulsory question, attempt **four** more questions selecting **one** from each unit. All questions carry equal marks.

1. Compulsory question :

- (a) What do you mean by contingency approach ?

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[ Turn Over

- (b) What is ESS? Explain.
- (c) What is cryptology? How is it used in E-Commerce ?
- (d) Define Organization structure.
- (e) Define leadership. Explain the qualities of a good leader.
- (f) What do you mean by Authentication Protocol? Explain.
- (g) What is TQC? Explain.
- (h) What is knowledge work system? Discuss.

#### Unit-I

- 2. (a) What is Management? How will you classify the levels of management? Briefly describe the functions of different levels of management.
- (b) Explain the role of organizing and leading process in management.
- 3. (a) What do you understand by classical management? How is classical management used in business today? Explain.

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- (b) Write note on Systems Approach and Behavioural management.

#### Unit-II

- 4. (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 EDI (Electronic Data Interchange)? Explain its role in management.
- 5. Explain the following :
  - (a) TQM(Total Quality Management)
  - (b) Seven -S-model

#### Unit-III

- 6. (a) What do you mean by MIS? Discuss various characteristics expected of a good MIS.
- (b) What do you mean by KWS (Knowledge work system)? Explain in detail.

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