

RAN-2408000802080001
M.M.S. (Sem.-II) Examination April - 2026
Management Information Systems
Time: 3 Hours]
[Total Marks: 70

સૂચના : / Instructions (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી. Fill up strictly the above details on your answer book (2) Q:-1 and Q:-7 are Compulsory (3) Attempt any three from the Q:-2 to Q:-6. (4) Each question carries 14 marks	Seat No.: Student's Signature
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- Q.1.** “Information is a vital resource for the effective operation and management of an organization.” Discuss this statement in the context of the importance of Management Information Systems (MIS), with suitable examples.
- Q.2.** Explain Robert Anthony’s management hierarchy with suitable example
- Q.3.** Explain Expert system with an appropriate example. Discuss advantages and disadvantages of it.
- Q.4.** What is input and output of the systems. Explain various reports of MIS with suitable example.
- Q.5.** What is ERP? How ERP helpful in organization? Explain the Financial Management application with advantages and disadvantages
- Q.6.** Discuss the challenges, opportunities, emerging trends, and best practices in Management Information Systems (MIS).
- Q.7. Case Study**
Reliance Jio is one of India’s fastest-growing telecom companies, known for its innovation and digital services. It has transformed the telecom industry by offering affordable data and a wide range of digital products. Jio has diversified its services into mobile connectivity, broadband, digital apps, cloud services, and enterprise solutions. Its strong focus is on customer satisfaction and high-quality service delivery. The company uses advanced technologies and process improvement practices to ensure efficiency and reliability. Jio’s Management Information System (MIS) plays a crucial role in managing large volumes of customer and network data. MIS helps in real-time monitoring, decision-making, and improving service quality. The company also collaborates with vendors and partners to maintain quality standards. Continuous performance measurement and feedback systems help in achieving operational excellence. These strategies enable Jio to maintain its competitive position and deliver value to customers.
- (1) How does Jio’s product and service diversification support its quality and customer satisfaction goals?
- (2) How does MIS help Jio in achieving operational efficiency and service excellence?