

**APS COLLEGE OF COMMERCE  
N.R.COLONY, BANGALORE  
B. B A. Examination, December – 2019**

**(F + R) (CBCS) (2016-17 and Onwards)**

**BBA-5<sup>TH</sup> SEM.-2018**

**COMPUTER APPLICATION IN BUSINESS**

**TIMINGS: 3 Hours**

**MAX MARKS: 70**

I Answer the following questions

2) What are the steps in data processing?

Data processing therefore refers to the process of transforming raw data into meaningful output i.e. information

The four main steps of data processing are:

Data collection

Data input

Data processing

Data output

Data collection:

Also referred to as data gathering or fact finding ,it involves looking for crucial facts needed for processing.

Data input

Refers to the process where the collected data is converted from human readable form to machine readable form (binary form). The conversion takes place in the input device.

Data processing

This is the transformation of the input data by the CPU to a more meaningful output (information).Some of the operations performed on the data include calculations, comparing values and sorting.

Data output

The final activity in the data processing cycle is producing the desired output also referred to as information

### 3) Explain the features of MS-Power Point.

#### Features of MS PowerPoint

There are multiple features that are available in MS PowerPoint which can customise and optimise a presentation. The same have been discussed below.

#### Slide Layout

Insert – Clipart, Video, Audio, etc.

Slide Design

Animations

#### **Slide Layout**

Multiple options and layouts are available based on which a presentation can be created. This option is available under the “Home” section and one can select from the multiple layout options provided.

#### **Insert – Clipart, Video, Audio, etc.**

Under the “Insert” category, multiple options are available where one can choose what feature they want to insert in their presentation. This may include images, audio, video, header, footer, symbols, shapes, etc.

#### **Slide Design**

MS PowerPoint has various themes using which background colour and designs or textures can be added to a slide. This makes the presentation more colourful and attracts the attention of the people looking at it.

This feature can be added using the “Design” category mentioned on the homepage of MS PowerPoint. Although there are existing design templates available, in case someone wants to add some new texture or colour, the option to customise the design is also available. Apart from this, slide designs can also be downloaded online.

#### **Animations**

During the slide show, the slides appear on the screen one after the other. In case, one wants to add some animations to the way in which a slide presents itself, they can refer to the “Animations” category.

#### 4) What are the advantages of DBMS?

A Database Management System (DBMS) is defined as the software system that allows users to define, create, maintain and control access to the database. DBMS makes it possible for end users to create, read, update and delete data in database.

Database Management System has many advantages. Some of these advantages are given below –

##### Reducing Data Redundancy

The file based data management systems contained multiple files that were stored in many different locations in a system or even across multiple systems. Because of this, there were sometimes multiple copies of the same file which lead to data redundancy.

This is prevented in a database as there is a single database and any change in it is reflected immediately. Because of this, there is no chance of encountering duplicate data.

##### Sharing of Data

In a database, the users of the database can share the data among themselves. There are various levels of authorisation to access the data, and consequently the data can only be shared based on the correct authorisation protocols being followed.

Many remote users can also access the database simultaneously and share the data between themselves.

##### Data Integrity

Data integrity means that the data is accurate and consistent in the database. Data Integrity is very important as there are multiple databases in a DBMS. All of these databases contain data that is visible to multiple users. So it is necessary to ensure that the data is correct and consistent in all the databases and for all the users.

##### Data Security

Data Security is vital concept in a database. Only authorised users should be allowed to access the database and their identity should be authenticated using a username and password.

Unauthorised users should not be allowed to access the database under any circumstances as it violates the integrity constraints.

### Privacy

The privacy rule in a database means only the authorized users can access a database according to its privacy constraints. There are levels of database access and a user can only view the data he is allowed to. For example - In social networking sites, access constraints are different for different accounts a user may want to access.

### Backup and Recovery

Database Management System automatically takes care of backup and recovery. The users don't need to backup data periodically because this is taken care of by the DBMS. Moreover, it also restores the database after a crash or system failure to its previous condition.

### Data Consistency

Data consistency is ensured in a database because there is no data redundancy. All data appears consistently across the database and the data is same for all the users viewing the database. Moreover, any changes made to the database are immediately reflected to all the users and there is no data inconsistency.

### 5) Explain the advantages of Tally.

Some of the advantages of using Tally in small businesses are as follows:

**Data reliability and security** – Data entered in Tally is reliable and secure. There is no scope of tampering or altering data, after being entered in the software

**Payroll management** – There are several calculations that need to be made while disbursing salary to employees. Tally helps in maintaining financial record of the company that includes net deductions, taxes, bonuses, and net payment

**Management in banking sector** – Banks use Tally to calculate interests on deposits and also manage various user accounts. Tally support ensures ease in calculation and makes banking simpler.

**Regulation of data across geographical locations** – Tally software can be used to manage data of an organisation globally. It brings together all branches and makes common calculations for the company at large. So no matter which location an employee has access, it will be uniform throughout.

Ease of maintaining a budget – Small businesses work with a budget in mind. Tally helps companies to work and manage expenses keeping in mind the total budget being allotted. This ensures that the company does not indulge in over-spending.

Simple tax returns filing – Tally GST ensures that the company complies with all GST norms. It takes care of TDS returns, VAT filing, service tax returns, excise tax and profit and loss statement for all small businesses.

Audit tool for compliance – Tally acts as an audit tool as it carries out regular audits of companies. It does a thorough compliance check towards the beginning of the financial year and ensures all monetary transactions are smoothly being carried out.

Remote access of data – Employees can access financial data by logging in using a unique User ID and Password. This can be done sitting at the comforts of one's house or office.

Quick access to documents – Tally saves all bills, receipts, invoices, vouchers in its archive folder. It gives quick access to any of the documents previously stored. All billing related files can be retrieved immediately.

#### 6) What is MS Excel? What are its features?

The main features of MS Excel include inserting a pivot table, sorting of tabulated data, adding formulas to the sheet, and calculating large data.

Autocalc: This feature is very useful to sum a group of numbers is selected them. Their sum will automatically appear in the status area.

Auto complete: Excel now intelligence to anticipate what you are going to type! Based upon entries you've already made, AutoComplete will try to figure out what you intended to type, once you've entered few letters.

Autocorrect: Excel can support automatically correct mistakes. Better Drag-and-Drop: Do you want to move a group of cells? Excel's drag and drop feature lets you reposition selected portion of your spreadsheet by simply dragging them with your mouse.

Cell tips and Scroll Tips: To help you get around better with mouse, Excel now includes scroll tips. When you click and drag a scroll bar, a small window tells you what row or column you are heading for.

Number Formatting: It's easy to format numbers with excel's new number formatting feature.

Select your numbers and choose cells command from format menu.

Templates and Template wizard: Excel's template facility has been greatly enhanced. You can choose from a variety of elegantly designed templates for your home or business. You can even have a template wizard link your worksheets to a database.

Shared Lists: you can now have worksheets that are shared simultaneously over a network.

Conditional Formatting: Conditional formatting helps users to quickly focus on important aspects of a spread sheet or to highlight errors and to identify important patterns in data.

Sorting and Filtering : Excel spread sheets help us make sense of large amounts of data. To make it easier to find what you need, you can reorder the data or pick out just the data you need, basedon parameters you set within Excel. Sorting and filtering your data will save you time and makeyour spreadsheet more effective.

Excel Charts: Excel charts help you communicate insights & information with ease. By choosing your charts wisely and formatting them cleanly, you can convey a lot.

## SECTION-C

III Answer the following questions

7) Explain the main components of MS Word window.

Components of the Word Window

Menu Bar

Standard Toolbar

Formatting Tool Bar

Ruler

Insertion Point

End-of-File Marker

Selection Bar (Gutter)

Split Handle

Status Bar

Task Pane

Office Assistant

Component	Functionality or Purpose of the Component
Menu Bar	Contains File,Edit, View, Insert, Format, Tools, Table, Window and Help menus

Standard Toolbar	Contains icons for shortcuts to menu commands.
Formatting Tool Bar	Contains pop-up menus for style, font, and font size; icons for boldface, italic, and underline; alignment icons; number and bullet list icons; indentation icons, the border icon, highlight, and font color icons.
Ruler	Ruler on which you can set tabs, paragraph alignment, and other formats.
Insertion Point	Blinking vertical bar that indicates where text you type will be inserted. Don't confuse the insertion point with the mouse I-beam. To move the insertion point, just click the mouse where you want the point moved.
End-of-File Marker	Non-printing symbol that marks the end of the file. You cannot insert text after this mark.
Selection Bar (Gutter)	Invisible narrow strip along the left edge of the window. Your mouse pointer changes to a right-pointing arrow when it is in this area. It is used to select a line, a paragraph, or the entire document.
Split Handle	Double-click to split the window in two (to view different portions of the same file). Double-click to return to one window
Status Bar	Displays page number, section number, and total number of pages, pointer position on page and time of day.
Task Pane	Displays and groups commonly used features for convenience.
Office Assistant	An animated character that can provide help and suggestions. There are multiple characters to choose from, and it is possible to turn the Office Assistant off.

8) What is MIS? Explain its characteristics.

MIS is the acronym for Management Information Systems. MIS is a set of procedures which, when executed, provides information to support decision making.

MIS is the acronym for **Management Information Systems**. MIS is a set of procedures which, when executed, provides information to support decision making.

Following are the key characteristics of MIS:

System approach:

MIS follows the system approach, which implies a step by step approach to the study of system and its performance in the light of the objective for which it has been constituted. It means taking an inclusive view at sub-systems to operate within an organization.

Management-oriented:

The management-oriented characteristic of MIS implies that top-down approach needs to be followed for designing MIS. A top-down method says the initiation of system development determines management requirements as well as business goals. MIS implies the management dynamically to the system development towards the completion of management decision.

As per requirements:

The design and development of MIS should be as per the information required by the managers. The required design and development information is at different levels, viz., strategic planning, management control and operational control. It means MIS should cater to the specific needs of managers in the hierarchy of an organization.

Future-oriented:

The design and development of MIS should also be future purpose so that the system is not restricted to provide only the past information.

Integrated:

A complete MIS is a combination of its multiple sub-components to provide the relevant information to take out a useful decision. An integrated system, which blends information from several operational areas, is a necessary characteristic of MIS.

Common data flows:

This concept supports numerous basic views of system analysis such as avoiding duplication, combining similar functions and simplifying operations. The expansion of common data flow is a cost-effectively and logical concept.

Long-term planning:

MIS should always develop as a long term planning because it involves logical planning to get success of an organization. While developing MIS, the analyst should keep future oriented analysis and needs of the company in mind.

Relevant connection of sub-system planning:

The MIS development should be decomposing into its related sub-systems. These sub-systems must be meaningful with proper planning.

Central database:

it contains data in tabular form. The data base is responsible to operations like insertion, deletion, updation of records. This database covers information related to inventory, personnel, vendors, customers, etc. the data stored in the database.

9) Explain the hierarchical data structure with its advantages and disadvantages.

Hierarchical Database

“In the network model, the data are represented by collections of records and relationships between data are represented by links. This structure holds for the hierarchical model as well. The only difference is that, in the hierarchical model, records are organized as collections of trees, rather than as arbitrary graphs.”



Large businesses have been moving away from a traditional hierarchy in favor of structures that use a team approach or networks of outside suppliers. Yet, the hierarchical structure is the one most used by small businesses.

Advantages:

- Simple based on Hierarchical structure, the relationships between the layers (parents or child nodes).
- Data Security: the first database model that offered the data security that is provided by the DBMS. DBMS ...show more content...
- Efficiency: It is very efficient because when the database contains a large number of 1:n relationship and when the user require large number of transaction.
- It's very fast to access data at the top
- Large base with a proven technology.

Disadvantages:

- Implementation complexity: While it is simple and easy to design, it is quite difficult to implement.
- Database Management Problem: If you make any changes in the database structure, then you need to make changes in the entire application program that access the database.
- Lack of Structural Independence: there is lack of structural independence because when we change the structure then it becomes compulsory to change the application too.
- Operational Anomalies: This model has irregularities from the insert, delete and update, also retrieval operation can be difficult.
- Rigid rules.
- Duplicate data.
- Data can be very slow when information on the lower entities.
- Searching data is extremely

10) What is mail merge? What are the advantages of mail merge?

Mail merge is joining a data source, such as an address book, with a Microsoft Word document. When the two are merged you can print what is necessary onto letters, or labels, or onto an envelope directly

The advantages of Mail Merge are as follows:

The Mail Merge feature makes it easy to send the same letter to a large number of people.

By using Mail Merge, we don't have to type each recipient's name separately in each letter.

We need to proofread only the main document.

It is economical and saves a lot of time.

It is one of the fastest ways to produce hundreds of personalised letters.

It is easy to edit the letter as a single change made in the main letter will be reflected in the letters meant for all other recipients.

Producing mass mailings is much simplified, especially compared to the process of preparing individual letters or envelopes to many people.

The mail merge feature on mac is supported by several software titles

The power and flexibility of mail merge systems varies considerably from one software product to another.

11) Explain DSS and its components.

A decision support system (DSS) is an interactive computer-based information system that, like MIS also serves at the management level of an organization. However, in contrast to MIS (that processes data), it processes information to support the decision making process of managers.

DSS's are designed for every manager to execute a specific managerial task or problem. Generally, they help managers to make semi-structured decisions, the solution to which can be arrived at logically. However, sometimes, they can also help in taking complex decisions.

A decision support systems consists of three main components, namely

Database  
Software system  
User interface.

**1. DSS Database:** It contains data from various sources, including internal data from the organization, the data generated by different applications, and the external data mined from the Internet, etc. The decision support systems database can be a small database or a standalone system or a huge data warehouse supporting the information needs of an organization. To avoid the interference of decision support system with the working of operational systems, the DSS database usually contains a copy of the production database.

**2. DSS Software System:** It consists of various mathematical and analytical models that are used to analyze the complex data, thereby producing the required information. A model predicts the output in the basis of different inputs or different conditions, or finds out the combination of conditions and input that is required to produce the desired output.

**Statistical Models:** They contain a wide range of statistical functions, such as mean, median, mode, deviations etc. These models are used to establish, relationships between the occurrences of an event and various factors related to that event. It can, for example, relate sale of product to differences in area, income, season, or other factors. In addition to statistical functions, they contain software that can analyze series of data to project future outcomes.

**Sensitivity Analysis Models:** These are used to provide answers to what-if situations occurring frequently in an organization. During the analysis, the value of one variable is changed repeatedly and resulting changes on other variables are observed. The sale of product, for example, is affected by different factors such as price, expenses on advertisements, number of sales staff, productions etc. Using a sensitivity model, price of the product can be changed (increased or decreased) repeatedly to ascertain the sensitivity of different factors and their effect on sales volume. Excel spreadsheets and Lotus 1-2-3 are often used for making such analysis.

**Optimization Analysis Models:** They are used to find optimum value for a target variable under given circumstances. They are widely used for making decisions related to optimum utilization of resources in an organization. During optimization analysis, the values for one or more variables are changed repeatedly keeping in mind the specific constraints, until the best values for target variable are found. They can, for example, determine the highest level of production that can be achieved by varying job assignments to workers, keeping in mind that some workers are skilled and their job assignment cannot be changed. Linear programming techniques and Solver tool in Microsoft excel are mostly used for making such analysis.

**Forecasting Models:** They use various forecasting tools and techniques, including the regression models, time series analysis, and market research methods etc., to make statements about the future or to predict something in advance. They provide information that helps in analyzing the business conditions and making future plans. These systems are widely used for forecasting sales.

**Backward Analysis Sensitivity Models:** Also known as goal seeking analysis, the technique followed in these models is just opposite to the technique applied in sensitivity analysis models

**3. DSS User Interface:** It is an interactive graphical interface which makes the interaction easier between the DSS and its users. It displays the results (output) of the analysis in various forms, such as text, table, charts or graphics. The user can select the appropriate option to view the output according to his requirement.

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2. What are the differences between Data and Information?

Difference Between Data and Information

<b>Data</b>	<b>Information</b>
Data is unorganised and unrefined facts	Information comprises processed, organised data presented in a meaningful context
Data is an individual unit that contains raw materials which do not carry any specific meaning.	Information is a group of data that collectively carries a logical meaning.
Data doesn't depend on information.	Information depends on data.
It is measured in bits and bytes.	Information is measured in meaningful units like time, quantity, etc.
Raw data alone is insufficient for decision making	Information is sufficient for decision making
An example of data is a student's test score	The average score of a class is the information derived from the given data.

3. Write a note on Bullets and Numbering.

Many times there may be needs to highlight some of the points of the documents in a list format. Such documents may contain list of items to which one would like to call attention and so, such items can be numbered or bulleted. This improves the organization and appearance of the document.

1. Adding Numbers and Bullets To add numbers to a specific paragraph, Format from the main menu is selected and then on Bullets and Numbering, “numbered” tab is then chosen and the format of the number with OK will get numbers added to the list. In order to assign a numbered style user has to select numbered, and to select a bullet style select bullet from the dialog box and then click on OK to get the new bullet style to the selected text.

2. Removing Number and Bullets When the users want to remove the numbers or bullets, the list that contains the number or bullets is high lighted and “none” option from Number tool or Bullet tool is clicked upon.

4. Explain the advantages of Tally.

Some of the advantages of using Tally in small businesses are as follows:

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Quick access to documents – Tally saves all bills, receipts, invoices, vouchers in its archive folder. It gives quick access to any of the documents previously stored. All billing related files can be retrieved immediately.

5. Explain the process of inserting a New Slide in Power Point.

In this tutorial, you will learn how to insert a new slide in PowerPoint. When you create a new presentation, PowerPoint gives you one default slide that contains a “Title Slide” layout. You can click into the placeholders shown in the title slide. Then type the text you want to appear as the title and subtitle of your presentation.

To add another presentation slide, you must then insert a new slide and determine which placeholders appear in it. The slide layout you apply determines which placeholders appear within the new slide. However, you can also change the slide layout to change the placeholders after it is applied.

To insert a new slide in PowerPoint with a “Title and Content” slide layout, click the “Home” tab in the Ribbon. Then click the “New Slide” button in the “Slides” button group.

Insert a New Slide in PowerPoint: Instructions

1. To insert a new slide that contains a “Title and Content” slide layout, click the “Home” tab in the Ribbon.
  2. Then click the “New Slide” button in the “Slides” button group.
  3. To insert a new slide and choose the slide layout, click the drop-down part of this button.
  4. Doing this then shows a drop-down menu that displays the different slide layouts you can apply.
5. Then click one of the slide layouts in the drop-down menu to create a new slide with that layout.

6. Explain the features of office automation system.

An office automation system is **the tool that enables data to move from one system to another on its own without human intervention and inaccuracies**. These tools help organizations collect, manage, and analyze securely to accomplish everyday tasks and processes.

The basic features of an office automation system are discussed below.

#### Streamlines operational flow

An automation system can streamline the flow of operations. The process can digitally create, collect, store and even manipulate or alter information. It can also help in operations through timely storage, transfer and management of different business-related processes. Overall, such systems give companies an opportunity to optimize their functioning.

#### Includes different office functions

While home automation may be limited to the use of computers for remotely handling different home functions, office automation includes a variety of functions. Dictation, typing and filing, record management as well as telephone and switchboard operations along with copying, faxing, and so on, fall in this category. This helps offices accomplish tasks faster, while eliminating the need for a large number of staff.

#### Document Management

By streamlining operations and including different functions in a single software system, office automation provides benefits such as document management. Less storage is, therefore, required for large amount of data.

#### Defined Access

Access privileges are critical for operations management. Office automation permits you to assign access privileges. This ensures that only authorized members can use the software or access its different features. At the same time, it enables better accessibility, allowing multiple people to update data simultaneously.

### SECTION-C

#### III Answer the following questions

7. Explain the different types of Information System.

##### 1. Transaction Processing Systems

A transaction processing system ensures that all of the contractual, transactional, and customer relationship data is stored in a safe location and accessible to everyone who needs it. It also assists in the processing of sales order entries, payroll, shipping, sales management, or other routine transactions needed to maintain operations.

##### 2. Office Automation Systems

An office automation system is a network of various tools, technologies, and people required to conduct clerical and managerial tasks. An OAS can integrate with e-mail or word processing applications to ensure all communication data is easily accessible and in one centralized

location. By utilizing an office automation system, businesses can improve communication between workers, streamline managerial activities, and optimize knowledge management.

### Knowledge Management Systems

A knowledge management system stores and extracts information to help users enhance their knowledge and optimize collaboration efforts to complete tasks. Examples of documents found in a knowledge management system include employee training materials, company policies, and procedures, or answers to customer questions.

### 3. Management Information Systems

A management information system uses various transaction data from a TPS to help middle management optimize planning and decision-making. It retrieves TPS information, aggregates it, and generates reports to help those at the management level know important details of a situation. Summaries and comparisons are utilized to allow senior managers to optimize the decision making process to achieve better results.

### 5. Decision Support Systems

A decision support system processes data to assist in management decision-making. It stores and gathers the information required for management to take the proper actions at the correct time. For example, a bank manager can use a DSS to assess the evolving loan trends to determine which yearly loan targets to meet.

### 6. Executive Support System

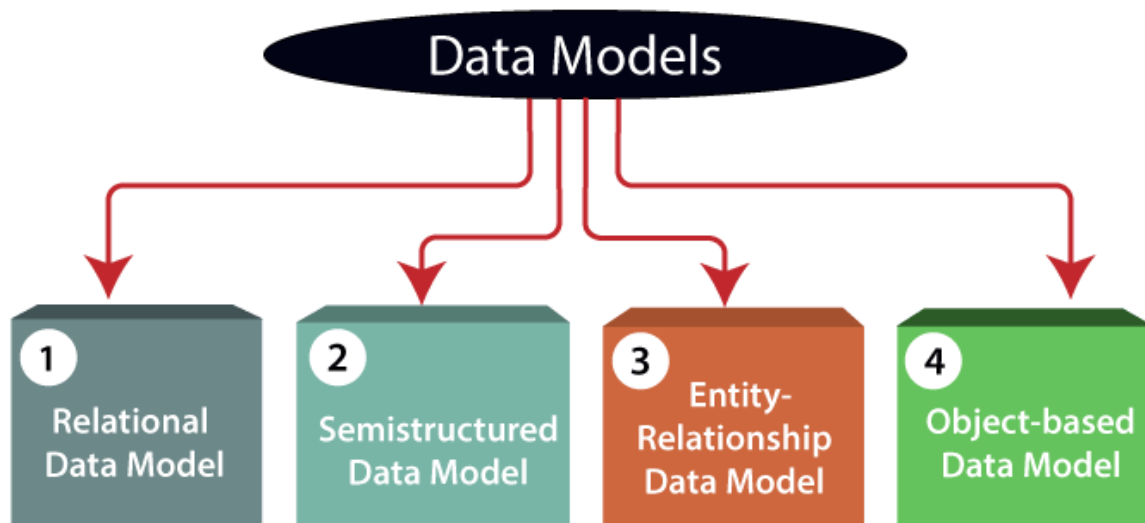
Executive support systems are similar to a DSS but are primarily used by executive leaders and owners to optimize decision-making. An expert system helps enterprise leaders find answers to non-routine questions so they can make choices that improve the company's outlook and performance. Unlike a DSS, an executive support system provides better telecommunication functionality and a bigger computing functionality.

### 8. Explain the different types of Data Models.

#### Data Models

Data Model is the modeling of the data description, data semantics, and consistency constraints of the data. It provides the conceptual tools for describing the design of a database at each level of data abstraction. Therefore, there are following four data models used for understanding the structure of the database:





1) Relational Data Model: This type of model designs the data in the form of rows and columns within a table. Thus, a relational model uses tables for representing data and in-between relationships. Tables are also called relations. This model was initially described by Edgar F. Codd, in 1969. The relational data model is the widely used model which is primarily used by commercial data processing applications.

2) Entity-Relationship Data Model: An ER model is the logical representation of data as objects and relationships among them. These objects are known as entities, and relationship is an association among these entities. This model was designed by Peter Chen and published in 1976 papers. It was widely used in database designing. A set of attributes describe the entities. For example, student\_name, student\_id describes the 'student' entity. A set of the same type of entities is known as an 'Entity set', and the set of the same type of relationships is known as 'relationship set'.

3) Object-based Data Model: An extension of the ER model with notions of functions, encapsulation, and object identity, as well. This model supports a rich type system that includes structured and collection types. Thus, in 1980s, various database systems following the object-oriented approach were developed. Here, the objects are nothing but the data carrying its properties.

4) Semistructured Data Model: This type of data model is different from the other three data models (explained above). The semistructured data model allows the data specifications at places where the individual data items of the same type may have different attributes sets. The Extensible Markup Language, also known as XML, is widely used for representing the semistructured data. Although XML was initially designed for including the markup

information to the text document, it gains importance because of its application in the exchange of data.

## 9. What is DBMS? What are the advantages and disadvantages of DBMS?

"A database management system (DBMS) is a collection of programs that manages the database structure and controls access to the data stored in the database".

### Advantages of Database Management System (DBMS)

#### 1. Improved data sharing

An advantage of the database management approach is, the DBMS helps to create an environment in which end users have better access to more and better-managed data. Such access makes it possible for end users to respond quickly to changes in their environment.

#### 2. Improved data security

The more users access the data, the greater the risks of data security breaches. Corporations invest considerable amounts of time, effort, and money to ensure that corporate data are used properly. A DBMS provides a framework for better enforcement of data privacy and security policies.

#### 3. Better data integration

Wider access to well-managed data promotes an integrated view of the organization's operations and a clearer view of the big picture. It becomes much easier to see how actions in one segment of the company affect other segments.

#### 4. Minimized data inconsistency

Data inconsistency exists when different versions of the same data appear in different places. For example, data inconsistency exists when a company's sales department stores a sales representative's name as "Bill Brown" and the company's personnel department stores that same person's name as "William G. Brown," or when the company's regional sales office shows the price of a product as \$45.95 and its national sales office shows the same product's price as \$43.95. The probability of data inconsistency is greatly reduced in a properly designed database.

#### 5. Improved data access

The DBMS makes it possible to produce quick answers to ad hoc queries. From a database perspective, a query is a specific request issued to the DBMS for data manipulation—for example, to read or update the data. Simply put, a query is a question, and an ad hoc query is a spur-of-the-moment question. The DBMS sends back an answer (called the query result set) to

the application. For example, end users, when dealing with large amounts of sales data, might want quick answers to questions (ad hoc queries) such as:

- What was the dollar volume of sales by product during the past six months?
- What is the sales bonus figure for each of our salespeople during the past three months?
- How many of our customers have credit balances of 3,000 or more?

## 6. Improved decision making

Better-managed data and improved data access make it possible to generate better-quality information, on which better decisions are based. The quality of the information generated depends on the quality of the underlying data. Data quality is a comprehensive approach to promoting the accuracy, validity, and timeliness of the data. While the DBMS does not guarantee data quality, it provides a framework to facilitate data quality initiatives.

## 7. Increased end-user productivity

The availability of data, combined with the tools that transform data into usable information, empowers end users to make quick, informed decisions that can make the difference between success and failure in the global economy. Till now we have seen different benefits of database management systems. But it has certain limitations or disadvantages.

Let's find various disadvantages of database system.

isadvantages of Database Management System (DBMS):

Although the database system yields considerable advantages over previous data management approaches, database systems do carry significant disadvantages.

### 1. Increased costs

One of the disadvantages of dbms is Database systems require sophisticated hardware and software and highly skilled personnel. The cost of maintaining the hardware, software, and personnel required to operate and manage a database system can be substantial. Training, licensing, and regulation compliance costs are often overlooked when database systems are implemented.

### 2. Management complexity

Database systems interface with many different technologies and have a significant impact on a company's resources and culture. The changes introduced by the adoption of a database system must be properly managed to ensure that they help advance the company's objectives. Given the fact that database systems hold crucial company data that are accessed from multiple sources, security issues must be assessed constantly.

### 3. Maintaining currency

To maximize the efficiency of the database system, you must keep your system current. Therefore, you must perform frequent updates and apply the latest patches and security measures to all components.

#### 4. Frequent upgrade/replacement cycles

DBMS vendors frequently upgrade their products by adding new functionality. Such new features often come bundled in new upgrade versions of the software. Some of these versions require hardware upgrades. Not only do the upgrades themselves cost money, but it also costs money to train database users and administrators to properly use and manage the new features.

#### 10. Explain different Vouchers in Tally.

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Accounting vouchers in Tally can be further classified as under.

Sales Voucher

Purchase Voucher

Payment Voucher

Receipt Voucher

Contra Voucher

Journal Voucher

Credit Note Voucher

Debit Note Voucher

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#### 11. Explain the main components of MS Excel Window.

The Excel window

Many items you see on the Excel XP screen are standard in most other Microsoft software programs like Word, PowerPoint, and previous versions of Excel, while some elements are specific to Excel XP.

Components of MS Excel Window

Workbook

Also called a spread sheet, the workbook is a unique file created by Excel XP.

Title bar

The Excel XP Title Bar, The title bar displays both the name of the application and the name of the spread sheet.

## Menu bar

The Excel XP Menu Bar, The menu bar displays all of the menus available for use in Excel XP. The contents of any menu can be displayed by left-clicking the menu name.

## Toolbar

Some commands in the menus have pictures or icons associated with them. These pictures may also appear as shortcuts in the toolbar.

## Column headings

The Excel XP Column Headings Each Excel spread sheet contains 256 columns. Each column is named by a letter or combination of letters.

## Row headings

The Excel XP Row Headings, Each spread sheet contains 65,536 rows. Each row is named by a number.

## Name box

The Excel XP Name Box, This shows the address of the current selection or active cell.

## Formula bar

The Excel XP Formula Bar, The formula bar displays information entered—or being entered as you type—in the current or active cell. The contents of a cell can also be edited in the formula bar.

## Cell

The Excel XP Cell, A cell is an intersection of a column and row. Each cell has a unique cell address. In the picture above, the cell address of the selected cell is B3. The heavy border around the selected cell is called the cell pointer.

## Navigation buttons and sheet tabs

The Excel XP Navigation Buttons, Navigation buttons allow you to move to another worksheet in an Excel workbook. They are used to display the first, previous, next, and last worksheets in the workbook.

**APS COLLEGE OF COMMERCE  
N.R.COLONY, BANGALORE  
B. B A. Examination, December – 2019**

**(F + R) (CBCS) (2016-17 and Onwards)**

BBA-5<sup>TH</sup> SEM.-2020

**COMPUTER APPLICATION IN BUSINESS**

**TIMINGS: 3 Hours**

**MAX MARKS: 70**

II Answer the following questions

2. Explain the Advantages of Tally.

Some of the advantages of using Tally in small businesses are as follows:

Data reliability and security – Data entered in Tally is reliable and secure. There is no scope of tampering or altering data, after being entered in the software

Payroll management – There are several calculations that need to be made while disbursing salary to employees. Tally helps in maintaining financial record of the company that includes net deductions, taxes, bonuses, and net payment

Management in banking sector – Banks use Tally to calculate interests on deposits and also manage various user accounts. Tally support ensures ease in calculation and makes banking simpler. Regulation of data across geographical locations – Tally software can be used to manage data of an organisation globally. It brings together all branches and makes common calculations for the company at large. So no matter which location an employee has access, it will be uniform throughout.

Ease of maintaining a budget – Small businesses work with a budget in mind. Tally helps companies to work and manage expenses keeping in mind the total budget being allotted. This ensures that the company does not indulge in over-spending.

Simple tax returns filing – Tally GST ensures that the company complies with all GST norms. It takes care of TDS returns, VAT filing, service tax returns, excise tax and profit and loss statement for all small businesses.

Audit tool for compliance – Tally acts as an audit tool as it carries out regular audits of companies. It does a thorough compliance check towards the beginning of the financial year and ensures all monetary transactions are smoothly being carried out.

Remote access of data – Employees can access financial data by logging in using a unique User ID and Password. This can be done sitting at the comforts of one's house or office.

Quick access to documents – Tally saves all bills, receipts, invoices, vouchers in its archive folder. It gives quick access to any of the documents previously stored. All billing related files can be retrieved immediately.

3. What are the limitations of MIS?

4. Explain the Differences Between Data & Information.

Difference Between Data and Information

<b>Data</b>	<b>Information</b>
Data is unorganised and unrefined facts	Information comprises processed, organised data presented in a meaningful context
Data is an individual unit that contains raw materials which do not carry any specific meaning.	Information is a group of data that collectively carries a logical meaning.
Data doesn't depend on information.	Information depends on data.
It is measured in bits and bytes.	Information is measured in meaningful units like time, quantity, etc.
Raw data alone is insufficient for decision making	Information is sufficient for decision making
An example of data is a student's test score	The average score of a class is the information derived from the given data.

5. Explain the levels of Management and Information System.

6. Explain the functions of Information System.

### SECTION-C

III Answer the following questions

7. Explain the Importance of Information.

8. Explain the components of DSS.



A decision support system (DSS) is an interactive computer-based information system that, like MIS also serves at the management level of an organization. However, in contrast to MIS (that processes data), it processes information to support the decision making process of managers.

DSS's are designed for every manager to execute a specific managerial task or problem. Generally, they help managers to make semi-structured decisions, the solution to which can be arrived at logically. However, sometimes, they can also help in taking complex decisions.

A decision support systems consists of three main components, namely

Database  
Software system  
User interface.

**1. DSS Database:** It contains data from various sources, including internal data from the organization, the data generated by different applications, and the external data mined from the Internet, etc. The decision support systems database can be a small database or a standalone system or a huge data warehouse supporting the information needs of an organization. To avoid the interference of decision support system with the working of operational systems, the DSS database usually contains a copy of the production database.

**2. DSS Software System:** It consists of various mathematical and analytical models that are used to analyze the complex data, thereby producing the required information. A model predicts the output in the basis of different inputs or different conditions, or finds out the combination of conditions and input that is required to produce the desired output.

**Statistical Models:** They contain a wide range of statistical functions, such as mean, median, mode, deviations etc. These models are used to establish relationships between the occurrences of an event and various factors related to that event. It can, for example, relate sale of product to differences in area, income, season, or other factors. In addition to statistical functions, they contain software that can analyze series of data to project future outcomes.

**Sensitivity Analysis Models:** These are used to provide answers to what-if situations occurring frequently in an organization. During the analysis, the value of one variable is changed repeatedly and resulting changes on other variables are observed. The sale of product, for example, is affected by different factors such as price, expenses on advertisements, number of sales staff, productions etc. Using a sensitivity model, price of the product can be changed (increased or decreased) repeatedly to ascertain the sensitivity of different factors and their effect on sales volume. Excel spreadsheets and Lotus 1-2-3 are often used for making such analysis.

**Optimization Analysis Models:** They are used to find optimum value for a target variable under given circumstances. They are widely used for making decisions related to optimum utilization of resources in an organization. During optimization analysis, the values for one or more variables are changed repeatedly keeping in mind the specific constraints, until the best values for target variable are found. They can, for example, determine the highest level of production that can be achieved by varying job assignments to workers, keeping in mind that some workers are skilled and their job assignment cannot be changed. Linear programming techniques and Solver tool in Microsoft excel are mostly used for making such analysis.

**Forecasting Models:** They use various forecasting tools and techniques, including the regression models, time series analysis, and market research methods etc., to make statements about the future or to predict something in advance. They provide information that helps in analyzing the business conditions and making future plans. These systems are widely used for forecasting sales.

**Backward Analysis Sensitivity Models:** Also known as goal seeking analysis, the technique followed in these models is just opposite to the technique applied in sensitivity analysis models

**3. DSS User Interface:** It is an interactive graphical interface which makes the interaction easier between the DSS and its users. It displays the results (output) of the analysis in various forms, such as text, table, charts or graphics. The user can select the appropriate option to view the output according to his requirement.

9. Write a note on:

a) MIS-. Management Information Systems

A management information system uses various transaction data from a TPS to help middle management optimize planning and decision-making. It retrieves TPS information, aggregates it, and generates reports to help those at the management level know important details of a situation. Summaries and comparisons are utilized to allow senior managers to optimize the decision making process to achieve better results

b) DBMS-"A database management system (DBMS) is a collection of programs that manages the database structure and controls access to the data stored in the database".

Advantages of Database Management System (DBMS)

1. Improved data sharing
2. Improved data security
3. Better data integration
4. Minimized data inconsistency
5. Improved data access
6. Improved decision making
7. Increased end-user productivity

Let's find various disadvantages of database system.

1. Increased costs
2. Management complexity
3. Maintaining currency

#### 4. Frequent upgrade/replacement cycles

#### C) TPS- Transaction Processing Systems

A transaction processing system ensures that all of the contractual, transactional, and customer relationship data is stored in a safe location and accessible to everyone who needs it. It also assists in the processing of sales order entries, payroll, shipping, sales management, or other routine transactions needed to maintain operations.

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