K21U 4668

Reg. No. : ....

Name : ....

V Semester B.Com. Degree CBCSS (OBE) Regular Examination, November 2021
(2019 Admns. Only)
Core Course
5B11COM : Computer Application – III
INFORMATION TECHNOLOGY FOR BUSINESS

Time : 2 Hours   Max. Marks : 20

PART – A

Answer **any three** questions from the following. **Each** question carries **1** mark.

1. What is a customer relationship management system ?

2. Explain Management Information System.

3. What is the use of functions in Excel ?

4. What is a human resource management system ?   (3×1=3)

PART – B

Answer **any three** questions from the following. **Each** question carries **3** marks.

5. Write down the benefits of ERP.

6. Write a note on statistical function in Excel.

7. What are the components of ERP ?

8. Write a note on Charts in Excel.   (3×3=9)

PART – C

Answer **any one** question from the following. The question carries **8** marks.

9. Briefly explain different types of E-payment systems.

10. What are the characteristics of MIS ?   (1×8=8)

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