

1 MAY 2023

NATIONAL LAW UNIVERSITY, JODHPUR

End Term Examination May- 2023

Semester: MBA (Insurance), Semester II

Subject: Advanced Information Technology and Management Information System

Time: 3 Hours

Marks: 100

Instructions:

- A.) Attempt any five questions
- B.) All questions carry equal marks
- C.) Follow the examination protocol

Answer the following questions:

1.) Explain the concept of Michael Porter's Five Forces Model and its significance in analyzing the competitive environment in the insurance industry. (Marks: 20)

2.) XYZ Insurance company wants to improve their claims processing efficiency by using Microsoft Excel. They have a team of claims adjusters who need to analyze and process large volumes of data related to claims filed by customers. The company wants to streamline their claims processing workflow and minimize errors by using Excel.

Questions:

- a) What are some specific use cases of Excel in the insurance industry?
- b) How can Excel help improve claims processing efficiency?
- c) What are some potential challenges of using Excel in claims processing?
- d) How can Excel be used to generate insights and improve decision-making in the insurance industry?
- e) What are some best practices for using Excel in insurance claims processing? (Marks: 5*4=20)

3.) Discuss the importance of feedback in insurance systems. How does feedback help in maintaining control and improving the performance of insurance systems? (Marks: 20)

4.) Discuss the consequences of an identity theft attack on both individuals and organizations. How can these consequences be mitigated? (Marks: 20)

5.) Elaborate and explain the concept of DSS along with an example of how a DSS could be used to improve decision-making processes within insurance industry. (Marks: 20)

6.) Explain the concept of cross-functional approaches in the insurance industry. How do they help in improving communication and collaboration between different departments? (Marks: 20)

(Marks: 20)



25 FEB 2023

NATIONAL LAW UNIVERSITY, JODHPUR

Mid Term Examination February - 2023

Semester: MBA Insurance Semester II

Subject: Advanced Information Technology and Management Information System

Marks: 50

Duration: 90 minutes

Answer the following questions:

Q1.) ABC Ltd. is a life insurance company operating nationally in Rajasthan. It has experienced better revenue and large customer base in 10 years of operation. The management of the Company is now interested in extending their services to PAN India. The management is planning to hire 8000 new employees for its operations. Considering the factor of structure in this case, explain the impact of the situation on all four factors of Leavitt's socio technical model. (Marks 12.5)

Q2.) Discuss various reasons to prove that MS Excel is effective in organising of data and decision making in an insurance company. Support your answer with examples. (Marks 12.5)

Q.3). Effective management of an insurance company will require effective data reporting. Discuss ways to improve data reporting in an insurance company. (Marks 12.5)

Q.4). A system is a set of sub systems. It requires all the subsystems to work in synchronisation. Explain all the steps of system control model with example and diagram. (Marks 12.5)