UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION 2006

TITLE OF PAPER: INTRODUCTION TO BUSINESS
                    COMPUTING

DEGREE AND YEAR: DCOM I

COURSE NUMBER: BA 112/IDE

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS:1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)

2. THE CASE STUDY SECTION (A) IS COMPULSORY

3. ANSWER ANY TWO QUESTIONS FROM SECTION (B)

Note MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN
      ENGLISH AND FOR ORDERLY PRESENTATION OF WORK

      THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL
      PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

Dr Douglas is employed as the University doctor and runs a medium sized clinic in Matsapha Industrial site. Dr Douglas uses a manual system to do correspondence with the students and suppliers. He also keeps the records of accounts in a note book, where he does all the computations. He keeps a database for a variety of reasons, like when he wants to make an order he will use the database to find out the kind of product offered by each individual supplier.

Keeping all these has been tedious as the number of students and suppliers has increased over the years. He approached you one day after treating you to ask for advice on whether a computer can solve his problems or not. You advised him that it can and Dr Douglas decided to hire you on a part time basis to help him in his clinic as well as advise him on purchasing a computer.

QUESTIONS

A)   What hardware components should you advise the doctor to buy? Also mention the function of each of the hardware components.   10 marks

B)   What software package should the doctor buy? List a software package and the tasks(s) each one can do. Do not forget the operating systems and its function.
15 marks

C)   What is a field? Recommend the fields the doctor should use for his customers database and fields he should use for his suppliers database.
15 marks

D)   What is data processing?   3 marks

E)   What are the advantages of electronic database over manual database?
7 marks

SECTION B

Answer any two

Question 1

The Super Net Sports Shop has decided that it needs to computerise its office function, including the preparation, storage, editing, sorting and printing of documents, budgets and records. Irene the owner is thinking about purchasing a computer and the following software:
Wordprep a word processor from Docuprep, Multi sheet a spreadsheet package from Hitech and Filterite a file management package from Fastdata. You are a new employee of Super Net Sports Shop and the only one with any information systems experience. Irene has asked you to review her pending purchases and make suggestions.

a)   What problems might occur if Irene acquires the programs she is considering?
                                              6 marks

b)   What criteria for operating systems software and for application programs should Irene consider? 7 marks

c)   What are the advantages of an expert system?   7 marks

d)   List the steps you might take in selecting microcomputer software and hardware.

Question 2

a)   What should managers look for in computer terminals that are used for data entry by data entry clerks? Explain how each of these features will aid management.
                                              8 marks

b)   Describe two major classifications of printers. Provide one example of each type of printer for each classification. 5 marks

c)   What is a PBX? Why would a manager consider buying a PBX?   7 marks

d)   Describe why it is important to make back-up copies of data files stored on magnetic media.   5 marks

Question 3

Joint Craft is a small company that produces cedar furniture for outdoor patios. The company has been in business for only one year but the sales of its products have been growing rapidly because the furniture is relatively inexpensive, strong and free of maintenance.

The company is considering the acquisition of a computer system to improve the efficiency of its accounting system. It realises that it will need to purchase one or more printers for the computer system to produce printed customer invoices, customer statements, periodic financial statements for the firm, purchase orders, pay cheques and employee tax forms and other accounting forms and reports.

a) What factors should the company consider when selecting its printers? 6 marks

b) What types of printers might the company consider to accomplish its work? 7 marks

c) What type of printers do you recommend for it and why? 7 marks

d) How does multitasking compare with task switching? 5 marks