

# UNIVERSITY OF SWAZILAND

## FACULTY OF COMMERCE DEPARTMENT OF BUSINESS ADMINISTRATION

### MAIN EXAMINATION – MAY 2008

**COURSE TITLE** : INTRODUCTION TO BUSINESS COMPUTING  
**COURSE CODE** : BA 112 – FULLTIME and IDE  
**CLASS** : DIPLOMA IN COMMERCE  
**TIME ALLOWED** : TWO (2) HOURS

**INSTRUCTIONS:**

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. SECTION (A) IS COMPULSORY
3. ANSWER ANY TWO (2) QUESTIONS FROM SECTION B
4. THE TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS FOUR (4)

**NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY PRESENTATION**

THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL INVIGILATOR HAS GRANTED PERMISSION

## SECTION A

The staff of Roscoe Manufacturing Company has been using IBM compatible computer systems from a major manufacturer for several years to write letters, memos, reports, and other documents, and to prepare budgets and other financial reports. The computer systems were purchased from a local computer dealer who delivered, installed, and trained the staff in the use of the systems. The same dealer has maintained the equipment since its purchase.

Because the company has grown, and its staff increased, the company needs to buy additional computer systems. Dale Vincent, who is in accounting, would like to purchase this computer system as cheaply as possible. He feels that the company ought to purchase a number of computer systems from a mail-order vendor in order to get the lowest price. He claims that these machines can be purchased for quite a bit less than machines bought from a local computer dealer. Rose Delaney, who is in Marketing, wants the company to consider Macintosh computer systems because she has heard that Macintosh computers offer the best graphic capabilities, permitting her to produce attractive product announcements, customer newsletters, and other marketing materials. Sheila Rochens, who is in Engineering, wants the company to consider purchasing a Digital Equipment Corporation VAX minicomputer system so that the staff of the engineering department can be attached to the same mini-computer. She believes that this system would facilitate communications and reduce paper handling. Chuck Demons, who is in production, wants the company to consider buying the new Breeze computer system, offered by WhirlWind Computer System. WhirlWind Computer System will offer the Breeze computer system commercially in two months time, and Chuck wants to wait for the new system to avoid buying existing equipment that will quickly become obsolete. Felix Manix,

who is in Personnel, thinks that each department should be allowed to buy the system that best fits its needs. You are in charge of acquiring the new additional computer resources.

1. What concerns would you have about the recommendations of;

Dale Vincent (3 marks)

Rose Delaney (3 marks)

Sheila Rochens (3 marks)

Chuck Demons (3 marks)

Felix Manix. (3 marks)

2. What are the key issues that you should consider before undertaking any hardware purchasing? (9 marks)

3. Given the needs / wants expressed by your colleagues (as mentioned in the case), what kind of application software may be necessary and why? (10 marks)

4. Mention one advantage and one disadvantage of purchasing the kind of application software you have chosen for (3) above. (6 marks)

## **SECTION B**

1.

Describe 3 options for data input that do not require a keyboard. What are their advantages over using the keyboard - Use a specific task to explain one advantage of each option? (30 marks)

2.

Input devices can be classified into 3 major groupings. Briefly explain these groupings and give 2 examples for each. (30 marks)

3.

In a chronological order, explain, using a specific task, how an operating system works. Give 2 examples of operating system software. (30 marks)