

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION – JULY 2009

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. TOTAL MARKS **50**
3. ANSWER ANY TWO (2) QUESTIONS FROM SECTION B.
TOTAL MARKS **50**
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. - COMPULSORY

Cassady and Associates is a management consulting firm located in a large city. The firm consists of seven consultants and three associate consultants. The three associate consultants are new members of the firm and are assigned to assist consultants on projects. Each consultant has a secretary, and the three associate consultants share one secretary. Each secretary provides the full range of administrative support and document processing support for the consultant or consultants, including answering the telephone, receiving visitors, preparing expense reports, project reports, and budgets, making copies, maintaining calendars and schedules, making travel arrangements, maintaining files, scheduling and otherwise managing meetings, ordering and maintaining office supplies, and handling the incoming mail for the assigned consultant.

The company bookkeeper makes all entries in a manual bookkeeping system, processes all client invoices and payments; prepares weekly salary cheques and payroll forms for all employees, associate consultants, and consultants and processes all vendor invoices and payments.

Suppose C&A offered you a position as their Information Technology Director. As part of your duties you have automate most of the activities taking place in the organization.

1. Suggest which software would be necessary for the

- a. Secretaries for some of the jobs they do (10 marks)
- b. Bookkeeper. (5 marks)

For each software you suggest, be specific, giving an example where applicable.

(5 marks)

2. C&A are also contemplating networking their offices so that they can create some sort of centralized database.

- a. Elaborate on 4 benefits that this move would bring. (20 marks)
- b. What challenges could C&A face? Explain only 2. (10 marks)

SECTION B – ANSWER ANY TWO QUESTIONS

Question 2

Explain the following concepts, using an example where appropriate.

- a. Circuit switching (5 marks)
- b. Full Duplex Communication (5 marks)
- c. EBCDIC (5 marks)
- d. Digitization (5 marks)
- e. WORM Systems (5 marks)

Question 3

Secondary storage devices can be divided into 3 sets.

- a. Mention these sets (16 marks)
- b. Give three examples for each set. (9 marks)

Question 4

- a. What is a parity bit and what purpose does it serve? (5 marks)
- b. Explain 3 advantages of using magnetic disk storage rather than magnetic tape. (15 marks)
- c. Why is magnetic tape used at all? (5 marks)