

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION – DECEMBER 2009

COURSE TITLE : INTRODUCTION TO BUSINESS COMPUTING
COURSE CODE : BA 112 – FULLTIME and IDE
CLASS : DIPLOMA IN COMMERCE
TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS:

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. SECTION (A) IS COMPULSORY.

TOTAL MARKS 40

3. ANSWER ANY THREE (3) QUESTIONS FROM SECTION B.

TOTAL MARKS 60

4. THE TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS FIVE (5)

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

Iminwe Phezulu (I.P) is an established and successful soccer team that has its main offices in Pretoria. The club has been in existence for the last 40 years, having been formed on the dusty streets of Mamelodi Township.

Ten years ago the club was bought by an equally successful billionaire who decided to automate its operations. He also insisted on creating Supporters' Offices across the country. These offices function mainly to register new members (supporters) and receive subscriptions from existing members. They also function to organise social gatherings for supporters in that particular region as well as motivate supporters to cram the stands when the team is playing a game in that particular region. For instance, if the team is coming to play in Mpumalanga, it becomes the duty of the Mpumalanga branch to encourage members located in Mpumalanga to attend the game in their numbers. Various methods are used, such as pre-game all-night braai's, street marches/bashes on game day etc.

1. Which type of *business application software* would best help the Supporters' Offices in

- a. Their subscription management (3 marks)
- b. Their supporter records. (3 marks)
- c. Their drive to entice more people to join the Supporter's Club (3 marks)
- d. Preparing letters that accompany game fixtures sent to card carrying members. (3 marks)

2. Should I.P link their different offices? (Note: link the different regional offices)

Give *two (2) reasons* why they should or should not. Use the case to support your answer. (8 marks)

3. Suppose I.P eventually decided to link their offices. But when working, the staff (cashiers, office administration staff,) realise that every time they use the networked system they have to wait a longer time than when they are just using their local area network. Provide *four (4) reasons; under headings*, that could be causing this. Use the case to explain your reasons. (20marks)

SECTION B.- ANSWER ANY 3

QUESTION 2

Briefly explain 2 types of multidrop topologies.

(5 MARKS)

Explain three major disadvantages of Multidrop topologies.

(15 MARKS)

QUESTION 3

For the examples below, explain which processing method would be ideal, and why you think that is the ideal method.

- A. The control of inventory levels in a busy supermarket (5 MARKS)
- B. The payments made by parents on school fees (5 MARKS)
- C. The backing-up of bank activities after pay-day (5 MARKS)
- D. The payment of suppliers (5 MARKS)

Suggested Answer Layout

PROCESSING METHOD	REASON
A.	

QUESTION 4

Explain, using relevant examples, the following concepts

- A. Station Message Detail Recording Software (5 MARKS)
- B. Biometric Input Devices (5 MARKS)
- C. Open Source Software (5 MARKS)
- D. Private Branch Exchange (5 MARKS)

QUESTION 5

One of the key elements of an information system is the people. People can play different roles within the system. Explain *four (4) roles* that people can play within an information system.

(20 MARKS)