

COURSE CODE: BA112

UNIVERSITY OF SWAZILAND

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION PAPER 2011/2012

YEAR OF STUDY: BCOM 1/ IDE DIP COM 2

TITLE OF PAPER: INTRODUCTION TO BUSINESS COMPUTING

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS:

1. This paper consists of Sections A and B.
2. The case study question (Section A), is compulsory.
3. Answer any three 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.

SECTION A**This section is compulsory****Super Automotive Parts Company**

Super Automotive Parts Company is a wholesale automotive parts distributor that sells auto parts in a large metropolitan area. The company has one wholesale for its parts, located in the same building as its office and employs 14 salespeople who spend most of the time in the field calling on retail stores and auto parts shops in a metropolitan area that contains many cities and towns. When salespeople call on customers, the salespeople complete sales order forms for the merchandise the customer wants to buy. The salespeople drop off the sales orders at the office at the end of each day. At the office, four entry clerks use key-to-tape machines to key in the sales order data dropped off by the salespeople the previous day. On some large orders for important customers and on rush orders, the salespeople will call in the orders directly to the order-entry clerks. The tapes produced by the order entry clerks are mounted on tape drives and read into the computer system on the day following their entry. This system however is not working well in the company. For example, salespeople complain that they spend too much time travelling to the office to deliver orders. Generally, sales people end their sales day early to drop off the orders, or they drop them off in the morning of the second day. They would rather spend their time selling. The order entry clerks complain that they often have trouble reading the handwritten sales orders. Conversely, salespeople complain that there are too many errors in hand-filled orders. That is, too many orders are filled with the wrong amount or type of merchandise. Also, salespeople report that customers are waiting too long for their orders to be delivered and that too often the goods they ordered are out of stock.

- a. Which features of the current system might be responsible for slow deliveries and stock shortages? (15 marks)
- b. Which features of the current system might be responsible for order errors? (15 marks)
- c. What changes in procedures and hardware might improve the order entry process at Super Automotive Parts? (10 marks)

Section B

Answer any *three* questions from this section.

Question 1

- a. What is the difference between online processing and batch processing? (4 marks)
- b. What advantages does each form of processing offer?(Provide two for each form)
(8 marks)
- c. What makes non-impact printers preferable over impact printers? (8 marks)

Question 2

- a. Explain the dangers of not having clearly defined computing standards in an organization. (12 marks)
- b. What does an organization have to consider in selecting the supplier for its computer hardware? (8 marks)

Question 3

- a. What roles does an operating system play in a computer system? (8 marks)
- b. Explain the difference between multitasking and task switching. (4 marks)
- c. Briefly explain four functions performed by a database administrator. (8 marks)

Question 4

Provide and explain five reasons that make networks useful in organizations. (20 marks)