UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

MAIN EXAMINATION PAPER 2012/2013

TITLE OF PAPER: INTRODUCTION TO BUSINESS COMPUTING

COURSE CODE: BA112

YEAR OF STUDY: B.COM 1 (IDE)

TIME ALLOWED: THREE (3) 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:

There are distinct advantages to using different types of computer systems that meet the various processing needs of the users. Although many companies are installing microcomputers, mainframe computers continue to provide certain advantages that the smaller systems cannot match. In recent years, several billions of Emalangeni have been invested by Swazi companies in used (second hand) computer systems, primarily mainframes. Also, mainframes are moving ahead by introducing smaller mainframes that use parallel processing technology, linking microcomputers into a powerful coordinated whole.

Required:

(a) Identify:
      (i)   The advantages of mainframe computer systems   (9)
      (ii)   The disadvantages of mainframe computer systems   (6)

(b) Identify
      (i) The advantages of microcomputers   (9)
      (ii) The disadvantages of microcomputers   (6)

(c) Identify two factors/actions that have been taken to prolong the lives of mainframe computer systems   (5)

(d) Identify two reasons why companies may not want to retire their mainframe computer systems   (5)

SECTION B

Answer any three questions from this section.

Question 1

Discuss five advantages and five disadvantages of using email as a communication tool in business.

(20)

Question 2

Discuss five features that are likely to be available in a word processing package that make it useful.

(20)

Question 3

Discuss the main characteristics of the four generations of programming languages.   (20)

Question 4

   (a) Describe the major components and functions of a CPU   (12)
   (b) What does the term "user-friendly" mean in computers and how are computers made user-friendly?   (8)