

UNIVERSITY OF SWAZILAND
DEPARTMENT OF BUSINESS ADMINISTRATION
MAIN EXAMINATION PAPER
MAY, 2016

TITLE OF PAPER : INTRODUCTION TO BUSINESS COMPUTING

COURSE CODE : BA 112 IDE

TIME ALLOWED : THREE (3) HOURS

- INSTRUCTIONS:**
- 1. THE NUMBER OF QUESTIONS IN THIS PAPER FIVE (5)**
 - 2. SECTION A IS COMPULSORY.**
 - 3. ANSWER ANY THREE (3) QUESTIONS IN SECTION B**
 - 4. THE MARKS TO BE AWARDED FOR EACH QUESTION ARE INDICATED ALONGSIDE THE QUESTION.**

NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH, AS WELL AS FOR ORDERLY AND NEAT PRESENTATION OF WORK. FURTHER MARKS WILL BE AWARDED FOR USE OF RELEVANT EXAMPLES.

SPECIAL REQUIREMENTS: NONE

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A

FINDLEY AUTOMATIVE PARTS COMPANY

Findley Automative Parts Company is a wholesale automative parts distributor that sells auto parts in a large metropolitan area. The company has one warehouse for its parts, located in the same building as its office, and employs 14 sales people who spend most of their 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 customers want to buy, and then drop off the sales order at the office at the end of each day. At the office, four order entry clerks use key to tape machines to key in the sales orders from important customers and on salespeople the previous day. On some large orders from important customers and on rush orders, the salespeople will telephone the orders in to the order entry clerks directly. The tapes produced by the order entry are mounted on tape drives and read into the computer system on the day following their entry. At the same time, the original orders are sent to the shipping department to be filled.

This system, however, is not working well at Findley. For example, salespeople complain that they have to spend too much time traveling to the office to deliver sales orders.

Generally, salespeople end their sales day early to drop off the orders, or they drop them off in the morning of the second day. They feel that their time could be better spent selling. The order entry clerks complain that they often have trouble reading the sales orders completed by salespeople.

Conversely, salespeople complain that there are too many errors in filled orders. That is, there are too many orders filled with the wrong amount or type of merchandise. Also, salespeople report that customers are complaining that it takes too long for their orders to be delivered, and they find that too often the goods they order are out of stock.

- a. What changes in procedures and what hardware changes might improve the order entry process at Findley? Specifically, what could be done to reduce errors in sales order entry, increase the efficiency of salespeople, and speed up the time needed to deliver orders? **[15 marks]**
- b. Your firm wishes to develop a system that will process sales orders and update inventory. Is this a good idea? Discuss **[10 marks]**

SECTION B

Question 2

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. 25 marks

Question 3

A small legal office service in Mbabane is now considering computerizing its records, its records include client files, and payments, receipts, payroll etc. the owner is particularly concerned about fraud and possible leakage of confidential client information. He now thinks passwords are a possible control mechanism.

- A What are passwords and what function do they fulfill 5 marks
- B What potential problems can arise from the use of passwords? 6 marks
- C How can each one of these problems be handled? 6 marks
- D What are the advantages and disadvantages of keyboard input? 8 marks

Question 4

What reasons would lead UNISWA into implementing networks. 25 marks

Question 5

Discuss the different components of the CPU and their function. 25 marks