

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**SUPPLEMENTARY/ RE-SIT EXAMINATION 2017/2018**

**TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I**

**COURSE CODE: BA215 (IDE ONLY)**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS:**

1. This paper consists of Sections A & B.
2. The Case Study (Section A) is compulsory.
3. Answer any three questions from section B.

**Note:**

**THIS EXAMINATION PAPER SHOULD NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR**

**CASE STUDY****This section is compulsory****The Internal Revenue Service**

The Internal Revenue Service (IRS) has implemented a system called e-filing or electronic filing of tax returns using electronic data interchange technology. Authorised tax preparers would electronically transmit their tax returns of their clients to a branch of the IRS. The returns would be processed at the branch. When refunds are involved, the amounts can be returned via paper cheques to the taxpayers. Alternatively the, the refund amounts can be transmitted electronically (deposited) to the taxpayers' bank accounts.

Required:

- a. Draw a diagram showing a value chain that portrays the activities and the parties identified above, allowing for the alternative handling of refunds and for the likelihood that many taxpayers will prepare their own returns and mail them as they have done before. (15)
- b. Discuss why the addition of the electronic links allows the tax filing procedure to be described as a value-added network. (10)

**Section B**

*Answer any three questions from this section.*

Question 1

Explain the concept of Porter's value chain and how it can be used to identify a company's information needs. (25)

Question 2

- a. Discuss protocols and their functions in internet technology. (15)
- b. How can an organisation benefit from the usage of an intranet application? (10)

Question 3

Discuss expert systems, explaining clearly how they differ from decision support systems. (25)

Question 4

In detail, discuss the benefit that an organisation could achieve from using IT for managing its human resource operations. (25)