

UNIVERSITY OF SWAZILAND  
FACULTY OF COMMERCE  
DEPARTMENT OF BUSINESS ADMINISTRATION  
SUPPLEMENTARY EXAMINATION 2018

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS II  
PROGRAM: BCOM LEVEL 3(IDE)  
COURSE CODE: BA216  
TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS:

1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)
2. THE CASE STUDY 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**

**Handling the soft issues at implementation**

Eunice Dlamini is the bookkeeper for Dave's Distributing Company, a distributor of soft drinks and juices. Because the company is rather small, Eunice performs all the daily accounting tasks herself. Dave, the president and owner of the company, supervises the warehouse/delivery and front office staff, but he also spends much of his time jogging and skilling.

For several years profits were good and sales grew faster than industry averages. Although the information system was working well, bottles were pressuring Dave to computerize. With a little guidance from a CPA friend and with no mention to marry, Dave bought a new computer system and some accounting software. Only one day was required to set up the hardware, install the software, and convert the files. The morning the vendor installed the computer system, Eunice's job performance changed dramatically. Although the software company provided two full days of training, she had trouble learning the new system. As a result, Dave decided she should run both the manual and computer systems for a month to verify the new system's accuracy.

Eunice continually complained that she lacked the time and expertise to run both systems by herself. She also complained that she did not understand how to run the new computer system. To keep accounts up to date, Dave spent two to three hours a day running the new system himself. Dave found that much of the time spent running the system was devoted to identifying discrepancies between the computer and manual results. When the error was located, it was almost always in the manual system. This significantly increased Dave's confidence in the new system.

At the end of the month Dave was ready to scrap the manual system, but Eunice said she was not ready. Dave went back to skiing and jogging, and Eunice went on with the manual system. When the computer system fell behind, Dave again spent time catching it up. He also worked with Eunice to make sure she understood how to operate the computer system.

Months later, Dave was still keeping the computer system up to date and training Eunice. He was at the height of frustration "I'm sure Eunice *knows* how to run the system, but she doesn't seem to *want* to. I can do all the accounting work on the computer in two or three hours a day but she can't even do it in her normal eight-hour work day. What should I do?"

**Required:**

**Question 1**

- a. What events might have contributed to the new system's failure? (10)
- b. In retrospect, how should Dave have handled the computerization of the system? (10)
- c. A hard decision must be made regarding Eunice. Significant efforts have been made to train her but they have been unsuccessful. What would you recommend at this point and why? (5)

**SECTION B**

**Answer any three questions from this section**

Question 2

Discuss the main causes of systems failure, suggesting solutions where possible. (Limit your discussion to five issues) (25)

Question 3

Discuss prototyping as an information systems development tool? (25)

Question 4

Discuss end-user development of information systems. (25)

Question 5

A local college has designed a system for registering students and managing results preparation and dissemination. Discuss the major sources of vulnerability for this system and suggest means curbing such vulnerabilities. (25)