

**UNIVERSITY OF ESWATINI
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
SUPPLEMENTARY/RE-SIT EXAMINATION 2018/2019**

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I

COURSE CODE: BUS211/BA215

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

ESwatini Foods.

ESwatini Foods is a national discount chain headquartered in the capital city of the country. Its stores, scattered throughout the country sell general merchandise. The firm is considering the acquisition of a point of sale (POS) system for use in all its stores. Of the various models available, the president believes that the type using a light pen to scan the Universal Product Code on merchandise is the most suitable. However, it is quite expensive, so Charles, the president asks the systems staff to prepare a report answering several questions.

Case study questions

Prepare a report to the president that

- a. Explains the functions of a POS system including its extension into credit checking and electronic transfer of funds. (5 marks)
- b. Explains why the systems' focus should be expanded beyond a POS system to cover aspects of information required by other stakeholders such as suppliers, stockholders, government agencies. (Use the IPO model as a guide) Give examples where applicable. (20marks)

Section B

Answer any three questions from this section.

Question 1

Discuss the generic strategies as presented by M.E. Porter and explain how IS can contribute to these competitive strategies. (25)

Question 2

Explain fully the concept of business systems planning and its role in determining information needs of an organisation. (25)

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)