

**UNIVERSITY OF ESWATINI
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
RE-SIT EXAMINATION 2019/20**

**TITLE OF PAPER: INTRODUCTION TO BUSINESS COMPUTING
COURSE CODE: BUS111/ IDE-BUS111/BA112/IDE-BA112
BCOM 1/B.ED 1/BCOM LEVEL I (IDE)/ B.ED LEVEL1(IDE)
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**

SECTION A

THIS SECTION IS COMPULSORY

Brown Company

The Brown Company of Manzini is a medium sized regional distributor. Over the past 10 years its sales have increased more than 100%; however its profits have not kept pace with the growth in sales. The lag in profits began about the time the founder died, five years ago. He had managed largely on instinct, or "by the seat of his pants", as he put it. His successors apparently have not had his intuitive sense about the business, and they have blamed the slower growth of profits on inflation. Other ominous signs have recently appeared. For instance the firm borrowed funds at high interest two years ago to build a warehouse. The intentions were to obtain higher sales penetration in the area surrounding the warehouse and to reduce shipping costs. However inventory costs and operating costs at the warehouse have been higher than expected; also, the monthly payments on the loan have proved to be quite burdensome. Furthermore, the firm has been paying suppliers on receipt of invoices, apparently out of pride rather than necessity. As a result the firm is currently encountering a cash squeeze in addition to the profit decline made earlier.

Required:

Describe, under five headings, specific information that, if more accurate and available in a timely manner, would have helped avert the current problems. (25 marks)

SECTION B

Answer any three questions from this section

QUESTION 1

Discuss the three key dimensions of information systems and the information systems' business impact on the key dimensions. (25 marks)

QUESTION 2

Discuss five issues to consider when buying computer hardware. (25 marks)

QUESTION 3

Discuss three merits and two limitations of using distributed databases. (25 marks)

Question 4

Discuss the primary activities of the value chain for a construction firm and explain how the firm can benefit from the application or usage of information systems when in running its operations. (25 marks)