

**UNIVERSITY OF SWAZILAND**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**MAIN EXAMINATION PAPER**  
**DECEMBER, 2015**

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**TITLE OF PAPER : INTRODUCTION TO BUSINESS COMPUTING SYSTEMS**

**COURSE CODE : BUS 111 FULL TIME**

**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

Sipho is employed as the university nurse and runs a medium sized clinic in Matsapa Industrial Site. He uses a manual system for correspondence with the students. He also keeps records of accounts in a notebook, where he does all the computations. He keeps that database for a variety of reasons; for example, when he wants to make an order he will use the database to find out the kind of products offered by each individual supplier.

Keeping all this has been tedious as the number of students and suppliers has increased tremendously over the years. He approached you at UNISWA one day after treating you to ask for advice on whether a computer could solve his problems or not. You advised him that it could and that Sipho decided to hire you on a part-time basis to help him in his clinic as well as advise him on purchasing a computer system.

- (a) What software packages should he buy? Give the software package and the task that each one of them can do. Include the operating systems as well. 15 marks
  
- (b) What hardware components should the nurse buy and what purpose would each one serve? 10 marks

## SECTION B

### Question 1

- (a) Discuss the issues that a manager would consider to be of prime importance in the design of a network. 15 marks
- (b) Explain five reasons why an organisation would want to set up a network instead of using computer hardware in standalone form. 10 marks

### Question 2

- (a) Discuss five major features that make Microsoft Office software easy and useful for students of the University of Swaziland to use. 15 marks
- (b) There was a debate among students that batch processing is no longer necessary, all companies should use online processing. Discuss 10 marks

### Question 3

- (a) Discuss each of the following
- (b) PBX
- (c) EDI
- (iv) ISDN
- (v) SMDR
- (vi) Difference between OCR and MICR

5@5 marks each=25

### Question 4

Discuss the four generation languages. 25 marks

### Question 5

Discuss the requirements of database systems that are necessary for any organisation. 25 marks