

UNIVERSITY OF ESWATINI
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS ADMINISTRATION
RESIT / SUPPLEMENTARY EXAMINATION 2019/20

TITLE OF PAPER: MANAGEMENT INFORMATION SYSTEMS I
COURSE CODE: BUS211
TIME ALLOWED: 3 HOURS

INSTRUCTIONS:

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

Note:

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

Question 1 - 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 the activities and the parties identified above. Do show also the alternative handling of refunds as well as for the likelihood that many taxpayers will prepare their own returns and mail them as they have done before.

(25 marks)

- b. Why would the addition of the alternative that allows for a tax filing procedure that is electronic be described as a value-added network? Discuss, under your headings, 5 (five) reasons why this alternative would be considered a value-adding service.

(25 marks)

SECTION B-ANSWER ANY TWO QUESTIONS FROM THIS SECTION

Question 2

IT projects are driven and influenced by a number of elements. Some of these are the reasons behind the IT projects themselves, and some of these have a significant impact on the direction of the IT project. What are some of these key elements, evident in many IT Projects? Discuss, under headings, only 5. (25 marks)

Question 3

Discuss five (5) ways showing how Information Systems supports business activities. You must provide an example to further clarify your reasoning. Use the following tabular layout to present your solution. (25 marks)

How IS supports business activities [1 mark]	Explanation [2 marks]	Example to illustrate [2 marks]
1.		
2.		
3.		
4.		
5.		

Question 4

Identify and explain five (5) business models that organisations pursuing an E-Comm strategy may choose to adopt. For each business model provide an example of an organisation already pursuing that E-Comm strategy. Use the following tabular layout to present your work. (25 marks)

Model (1 mark)	Explanation of that model (3 marks)	Company using this model (1 mark)
1.		
2.		