



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY  
**Faculty of Management Sciences**  
**Department of Management**  
Section of Business and Information Administration

<b>QUALIFICATION: Bachelor of Office Management and Technology</b>	
<b>QUALIFICATION CODE: 07BOMT</b>	<b>LEVEL: 7</b>
<b>COURSE: Information Administration 3B (PAPER 1)</b>	<b>COURSE CODE: IAD720S</b>
<b>DATE: January 2020</b>	<b>SESSION: 1</b>
<b>DURATION: 1 ½ Hours</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>Ms du Plessis</b>
<b>MODERATOR:</b>	<b>Ms Z du Plessis</b>

**THIS QUESTION PAPER CONSISTS OF 5 PAGES**  
(Excluding this front page)

**INSTRUCTIONS**

1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

**PERMISSIBLE MATERIALS**

1. Examination paper.
2. Examination script.

**QUESTION 1****MARKS: 10**

Answer the following MULTIPLE CHOICE questions. Only write down the appropriate letter (A, B, C, or D) next to the number.

**1.1 This identifies the degree to which data is correct.**

- A GIGO
- B Data Integrity
- C Data Validity
- D Database Management System

**1.2 Software tool for organising storage and retrieval of information.**

- A Database
- B DBMS
- C Database program
- D Data

**1.3 Collection of related records stored on disk or hard disk.**

- A Data file
- B Record
- C Field
- D Database

**1.4 The process of comparing data with a set of rules or values to find out it is correct.**

- A Data Dictionary
- B Database
- C Primary key
- D Data validation

**1.5 Consists of rules and standards that define how the database organises data.**

- A Data Model
- B Data Dictionary
- C Relational Database
- D Recovery Utility

**1.6 Statements that allow users to specify the data to display print or store.**

- A Log
- B Object
- C DBMS
- D Query Language

**1.7 The computer processes each transaction as it is entered.**

- A TPS
- B OLTP
- C MIS
- D OIS

**1.8 Helps users analyse data and make decisions.**

- A OLTP
- B MIS
- C DSS
- D EIS

**1.9 Database that stores and manages data required to analyse historical and current transactions.**

- A DBMS
- B Data Warehouse
- C Data Dictionary
- D Data Repository

**1.10 Web site that searches the Internet for the best price on a product/service.**

- A E-commerce
- B E-retail
- C Shopping bot
- D Electronic Data Interchange

**[10]**

**QUESTION 2****MARKS: 10**

Match a term in Column A with the best description in Column B. Write down only the number and the answer. For example: 2.1 C

<b>COLUMN A</b>	<b>COLUMN B</b>
<b>2.1 Data</b>	A A secure connection to a company's network.
<b>2.2 Log</b>	B A set of standards that controls the transfer of data and information among computers.
<b>2.3 Data Integrity</b>	C An information system that captures and processes data from day-to-day business activities.
<b>2.4 EDI</b>	D Statement that allow users to specify the data to print, display or store.
<b>2.5 Record</b>	E A listing of activities that change the contents of the database.
<b>2.6 VPN</b>	F The same fields that is stored in multiple files in a database.
<b>2.7 Data Redundancy</b>	G Help users analyse data and make decisions.
<b>2.8 TPS</b>	H Software tool for organising, storage and retrieval of information.
<b>2.9 Object</b>	I Defines the quality of data.
<b>2.10 Database Program</b>	J Unprocessed facts, figures and symbols.
	K Related group of fields in a database.

**[10]**

**QUESTION 3****MARKS: 40**

Answer the following questions correctly.

- 3.1 Explain why you think it would be better to make use of a File Processing System to share data in a database. [5]
- 3.2 Differentiate between two approaches in which most traditional enterprises are organised. [4]
- 3.3 Discuss any FIVE qualities information must have to assist with sound decision making. [10]
- 3.4 Discuss OIS and MIS as General Purpose Information Systems. [5]
- 3.5 Discuss and differentiate among different types of Backup that can be performed. [8]
- 3.6 Discuss the opportunities created by business transactions over an electronic network. [3]
- 3.7 Discuss the technology which is a collection of links, content and services presented on a Web page and designed to guide users to information they are likely to find interesting for their particular job function. [5]

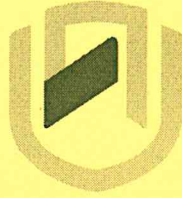
**[40]**

**QUESTION 4****MARKS: 40**

Answer the following questions correctly.

- 4.1 Companies rely on data as one of their valuable assets because data is used to generate information. Motivate this statement by providing a discussion about the integrity of data as well as the qualities of valuable information. [20]
- 4.2 Explain the data repository function of the DBMS. [6]
- 3.3 Provide a descriptive illustration to identify a typical Chain of Command used by enterprises to indicate different levels of users, decision making as well as examples thereof. [14]
- [40]**

**Total: 100**



**NAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY  
**Faculty of Management Sciences**  
**Department of Management**  
Section Business and Information Administration

<b>QUALIFICATION: Bachelor of Office Management and Technology</b>	
<b>QUALIFICATION CODE: 07BOMT</b>	<b>LEVEL: 7</b>
<b>COURSE Information Administration 3B (PAPER 1)</b>	<b>COURSE CODE: IAD720S</b>
<b>DATE: January 2020</b>	<b>SESSION: 1</b>
<b>DURATION: 1½ Hours</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION MEMORANDUM</b>	
<b>EXAMINER(S)</b>	<b>Ms du Plessis</b>
<b>MODERATOR:</b>	<b>Ms Z du Plessis</b>

**THIS MEMORANDUM CONSISTS OF 5 PAGES**  
(Excluding this front page)

**QUESTION 1**

- 1.1 B Data Integrity
- 1.2 C Database program
- 1.3 A Data file
- 1.4 D Data validation
- 1.5 A Data Model
- 1.6 D Query Language
- 1.7 B OLTP
- 1.8 C DSS
- 1.9 B Data Warehouse
- 1.10 C Shopping bot

**[10]****QUESTION 2**

- 2.1 J
- 2.2 E
- 2.3 I
- 2.4 B
- 2.5 K
- 2.6 A
- 2.7 F
- 2.8 C
- 2.9 D
- 2.10 H

**[10]**



### QUESTION 3

#### 3.1

- More complex than a file processing system.
- People with special training needed to develop larger databases.
- Requires more memory, storage, and processing power than file processing systems.
- Data is more vulnerable than data in file processing systems.
- A database stores most data in a single file. If the database is not operating properly or is damaged or destroyed, users may not be able to perform their jobs.

[5]

#### 3.2

A **decentralised** approach of information technology exists when departments and divisions maintain their own information systems.

Some companies maintain central computers, supported by a central information technology department, which is referred to as a **centralised** approach to information technology.

A centralised approach to information systems usually reduces costs of maintenance and increases manageability.

A decentralised approach allows for greater flexibility, allowing each functional unit or department to customise information systems to their particular needs.

Both centralised and decentralised approaches focus on the **sharing** of information with other departments and divisions.

[4]

#### 3.3 Any FIVE:

**Accurate information** is error free. Inaccurate information can lead to incorrect decisions.

**Verifiable information** can be proven as correct or incorrect. For example photo identification.

**Timely information** has an age suited to its use. Most information loses value with time. Some information, such as information about trends, gains value as time passes and more information is obtained.

**Organised information** is arranged to suit the needs and requirements of the decision maker. Two different people may for example need the same information presented in a different manner.

**Accessible information** is available when the decision maker needs it. Having to wait for information may delay an important decision.

**Useful information** has meaning to the person who receives it. Most information is important only to certain people or groups of people.

**Cost-effective information** should give more value than it costs to produce. A company occasionally should review the information to produce to determine if it still is cost-effective to produce.

[10]

### 3.4

An **Office information system (OIS)** is an information system that enables employees to perform tasks using computers and other electronic devices instead of manually

OIS increases employee productivity and assists with communications among employees.

**Management information systems (MIS)** is an information system that generates accurate, timely, and organised information, so managers and other users can make decisions, solve problems, supervise activities and track progress.

It is a computer-based system that supports the information needs of different levels of management. This type of system is designed to help management make informed decisions.

[5]

### 3.5

A **full backup** (archival backup) copies all of the files in the computer. It provides the best protection against data loss because it copies ALL program and data files. Performing a full backup can be time consuming and therefore users often combine full backups with differential and incremental backups.

A **differential backup** copies only the files that have changed since the last full backup.

An **incremental backup** copies only the files that have changed since the last full or the last incremental backup.

A **selective backup** (partial backup) allows the user to choose specific files to back up, regardless of whether or not the files have changed since the last incremental backup.

[8]

### 3.6

The following are opportunities created by the Internet through **E-commerce**:

- It provides companies and individuals with avenues to obtain information.
- Using the Internet can enhance communication among employees, customers and vendors and increase human resource productivity.
- E-commerce eliminates the barriers of time and distance that can slow traditional business transactions.

[3]

### 3.7 Portal

This technology is called a Portal.

Portals combine information from several business sources, both inside and outside the enterprise.

It includes searching capabilities or a link to a search engine.

Users can customise the portal web site to meet their needs.

The customization of users' portal pages to meet their needs is called personalization.

[5]  
[40]

## QUESTION 4

### 4.1 DATA INTEGRITY AND QUALITIES OF VALUABLE INFORMATION

Data Integrity identifies the quality of the data

It identifies the degree to which the data is correct

It refers to the validity of the data contained in a database

Integrity can be reduced by input typing errors and data transmission errors

GIGO (garbage in garbage out) points out the accuracy of output against input

Data integrity is important because computers and people use information to make decisions and take actions

#### **QUALITIES**

**ACCURATE:** Error-free (inaccurate = incorrect decisions)

**VERIFIABLE:** Correct or Incorrect (Photo's)

**TIMELY:** Has a age to its use (info loses value with time)

**ORGANISED:** Suit the needs and requirements of the decision-maker

**ACCESSIBLE:** Available when needed for decision

**USEFUL:** Has meaning to person who receives it

**COST-EFFECTIVE:** Must give more value that its cost to produce

[20]

**4.2 DATA REPOSITORY**

Contains data about each file in database and each field in those files

Data dictionary contains data about programs and users

It keep track of who accessed data and when

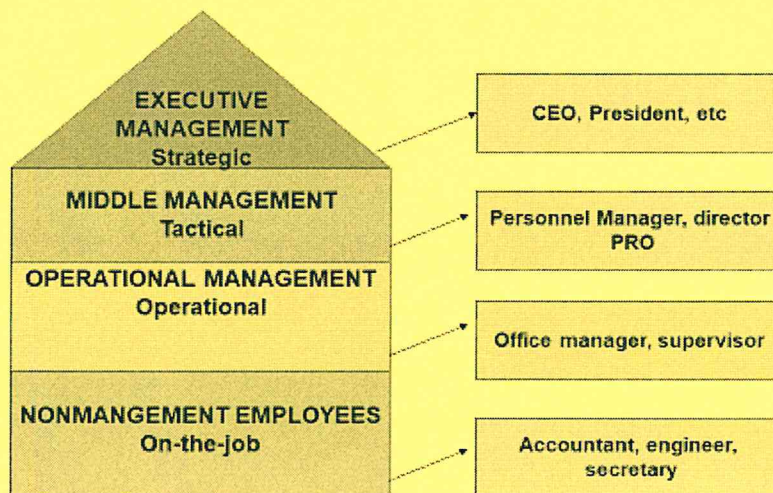
DBMS uses the data dictionary to perform validation checks

Helps to maintain the integrity of data

Allows users to specify a default value for a field

[6]

**4.3 CHAIN OF COMMAND**



[14]

[20]

[40]

**TOTAL: 100**