



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF MANAGEMENT HONOURS	
QUALIFICATION CODE: 08BBMH	LEVEL: 8
COURSE CODE: ESM821S	COURSE NAME: ENTERPRISE SYSTEMS MANAGEMENT
SESSION: NOVEMBER 2024	PAPER: 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	Mr. S Mbaziira

THIS QUESTION PAPER CONSISTS OF 6 PAGES (Including this front page)

INSTRUCTIONS
1. Answer all questions. 2. Read all the questions carefully before answering. 3. Marks for each question are indicated at the end of each question. 4. Please ensure that your writing is legible, neat and presentable.

PERMISSIBLE MATERIALS

1. Examination question paper
2. Examination answer sheet

SECTION A – Multiple Choice Questions (30 marks)

Question 1:

Which of the following is NOT a core component of an Enterprise Resource Planning (ERP) system?

- A. Financial Management
- B. Human Resources Management
- C. Social Media Integration
- D. Supply Chain Management

Question 2:

What is the primary purpose of Business Process Reengineering (BPR) in the context of ERP implementation?

- A. To automate existing business processes without changes.
- B. To redesign business processes for significant improvements
- C. To increase the number of manual interventions.
- D. To create more redundant workflows.

Question 3:

Which of the following is an advantage of cloud-based ERP systems for small and medium-sized enterprises (SMEs)?

- A. High initial investment costs
- B. Limited accessibility
- C. Scalability and flexibility
- D. Dependency on on-premises infrastructure

Question 4:

Data analytics in enterprise systems management primarily helps in:

- A. Reducing internet usage.
- B. Improving decision-making.
- C. Increasing manual data entry.
- D. Eliminating the need for data storage.

Question 5:

What is one of the primary financial challenges SMEs face when implementing Enterprise Systems?

- A. Low initial investment costs
- B. High initial investment costs
- C. Limited access to cloud-based solutions
- D. Abundant technical expertise

Question 6:

Why might SMEs struggle with the complexity of Enterprise Systems?

- A. They have an abundance of technical resources.
- B. They often lack the technical expertise required.
- C. Enterprise Systems are always user-friendly.
- D. Enterprise Systems are designed for SMEs.

Question 7:

Which of the following challenges is commonly associated with ERP implementation?

- A. Enhanced data security
- B. Seamless and immediate customization
- C. Resistance to change from employees.
- D. Instant cost savings

Question 8:

The Customer Relationship Management (CRM) module in an ERP system is primarily designed to:

- A. Manage financial transactions.
- B. Handle production planning
- C. Manage customer interactions and data.
- D. Oversee supply chain logistics.

Question 9:

What is a significant drawback of relying on a single ERP vendor?

- A. Easy integration with other systems
- B. Vendor lock-in
- C. Comprehensive support services
- D. Unified system updates

Question 10:

Which of the following best describes the impact of Business Intelligence (BI) within an ERP system?

- A. Automates financial reporting only.
- B. Provides actionable insights for decision-making.
- C. Restricts access to data across departments.
- D. Increases manual processing requirements

Question 11:

During ERP implementation, data migration is crucial because:

- A. It ensures legacy systems remain operational.
- B. It transfers data from old systems to the new ERP system.
- C. It reduces the need for employee training.
- D. It eliminates the need for data validation.

Question 12:

Which ERP component is responsible for managing employee information, payroll, recruitment, and training?

- A. Supply Chain Management
- B. Financial Management
- C. Human Resources Management
- D. Customer Relationship Management

Question 13:

The key benefit of ERP systems is:

- A. Increased data redundancy
- B. Fragmented information silos
- C. Improved data accuracy and consistency

D. Isolated departmental workflows

Question 14:

Which of the following strategies can help overcome resistance to change during ERP implementation?

A. Ignoring employee concerns.

B. Limiting employee involvement.

C. Enforcing mandatory compliance without explanation.

D. Providing comprehensive training and support.

Question 15:

What is the role of the Project Management module in an ERP system?

A. To manage project planning, execution, and monitoring.

B. To manage employee performance reviews.

C. To oversee customer interactions.

D. To handle procurement and supplier relationships.

SECTION A - TOTAL MARKS = 30

SECTION B – Essay Type Questions (70marks)

Question 1

[14 Marks]

Explain the key components of an Enterprise Resource Planning (ERP) system. Discuss how each component contributes to the overall functionality of the system.

Question 2

[14 Marks]

Discuss the challenges an organization might face during the implementation of an ERP system and suggest strategies to overcome these challenges.

Question 3

[14 Marks]

Analyze the role of Business Process Reengineering (BPR) in the successful implementation of ERP systems. Provide examples of how BPR can improve organizational processes.

Question 4

[14 Marks]

Evaluate the impact of cloud-based ERP systems on small and medium-sized enterprises (SMEs) through a discussion of the advantages and potential drawbacks.

Question 5

[14 Marks]

Describe the role of data analytics in enhancing the decision-making process within enterprise systems management. Provide examples of how data analytics can be applied in various business functions.

SECTION B - TOTAL MARKS = 70 MARKS

TOTAL FOR THIS EXAMINATION PAPER: 100 MARKS

END OF PAPER