



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

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Mr. J.V. Olu Ojo
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:

Why are cloud-based ES solutions considered cost-effective for SMEs?

- A. They require significant upfront investments.
- B. They offer a subscription-based model.
- C. They do not offer scalability.
- D. They lack vendor support.

Question 2:

What is a key benefit of open-source ES solutions for SMEs?

- A. High licensing fees
- B. Limited customization
- C. Low-cost alternative to proprietary software
- D. Lack of community support

Question 3:

What will be one of the primary objectives for implementing an ES in a Manufacturing Company?

- A. To reduce the workforce.
- B. To increase manual processes.
- C. To eliminate customer relationships.
- D. To streamline operations.

Question 4:

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 5:

Why is data privacy and security crucial in Enterprise Systems?

- A. To ensure unauthorized access.
- B. To protect sensitive and confidential information.
- C. To increase data breaches.

D. To reduce data accuracy.

Question 6:

Which measure can enhance data security in Enterprise Systems?

- A. Implementing weak access controls.
- B. Avoiding employee training on data security.
- C. Ignoring software updates.
- D. Using encryption for data storage and transmission.

Question 7:

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 8:

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 9:

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 10:

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 11:

Why is data privacy and security crucial in Enterprise Systems?

- A. To ensure unauthorized access.
- B. To protect sensitive and confidential information.
- C. To increase data breaches.
- D. To reduce data accuracy.

Question 12:

Which measure can enhance data security in Enterprise Systems?

- A. Implementing weak access controls.
- B. Avoiding employee training on data security.
- C. Ignoring software updates.
- D. Using encryption for data storage and transmission.

Question 13:

How can Enterprise Systems help organizations maintain regulatory compliance?

- A. By automating compliance processes.
- B. By ignoring compliance-related activities.
- C. By avoiding audits.
- D. By collecting inaccurate data.

Question 14:

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 15:

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

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]

- a) What are some common regulatory compliance challenges faced by organizations using Enterprise Systems?
- b) How can Enterprise Systems help organizations maintain regulatory compliance?
- c) Why are cloud-based ES solutions considered cost-effective for SMEs?
- d) How do open-source ES solutions benefit SMEs?

Question 3

[14 Marks]

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

Question 4:

[14 Marks]

- a) Discuss the primary objectives for implementing an Enterprise System in a Manufacturing Plant?
- b) What were the key outcomes of the ES implementation at a Manufacturing Plant?
- c) 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