



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: BUSINESS INFORMATION SYSTEMS 2A	COURSE CODE: BIS611S
DATE: JUNE 2024	SESSION: PAPER 1
DURATION: 2 HOURS	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
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Moderator:	Ms. E. Vaino

**THIS QUESTION PAPER CONSISTS OF 6 PAGES
(INCLUDING THIS FRONT PAGE)**

INSTRUCTIONS

1. Answer **ALL** the questions.
2. Read all the questions carefully before answering.
3. Make sure your name and surname, question number and the date appears on the answer script.
4. Please ensure that your writing is legible, neat and presentable.
5. Marks for each question are indicated at the end of each question.

QUESTION 1

MARKS [10]

Answer the following multiple-choice questions. Write down only the letter next to the appropriate number. For example, 1.1. E

- 1.1 A group of interrelated components functioning together for a common purpose is referred to as a:
- A. Computing System
 - B. Hardware
 - C. Software
 - D. Data
- 1.2 The Information System comprise of the following five components:
- A. Input, Output, Computer System, Hardware, Data
 - B. Hardware, Program, Network, Information, Telephones
 - C. Hardware, Software, Database, People, Process
 - D. Network, Software, Information, Knowledge, People
- 1.3 The information system that was developed to overcome the challenge of lack of communication between the various information systems:
- A. ERP
 - B. FAIS
 - C. TPS
 - D. IOS
- 1.4 Which of the following elements make up the business process
- A. Network, Information, Procedures
 - B. Process, People, Data
 - C. Input, Output, Data

D. Input, Resources, Output

- 1.5 What is the document called that identifies the approach a business will take to gain competitive advantage?
- A. Business Plan
 - B. Competitive Strategy
 - C. Strategic Plan
 - D. Risk Management Plan
- 1.6 Porters value chain has primary and support (secondary) activities. Please select from the groupings, which one is inclusive of the support functions.
- A. Procurement, Human Resources, Product & Technology Development
 - B. Inbound logistics, operations, customer service
 - C. Customer service, procurement, sales and marketing
 - D. None of the above
- 1.7 The five competitive forces/strategies identified by the Porters model are:
- A. Efficiency, Innovation, Cost Leadership, Operational Ineffectiveness, Customer Satisfaction
 - B. Operational Disability, Effectiveness, Innovation, Creativity, Differentiation
 - C. Cost Deviation, Differentiation, Innovation, Customer Orientation, Operational Ineffectiveness
 - D. Cost leadership, Differentiation, Innovation, Operational effectiveness, Customer-Orientation
- 1.8 A collection of simple, unprocessed, unorganised facts and figures is called:
- A. Information
 - B. Data
 - C. Knowledge

D. Information System

1.9 Which of the following is NOT a characteristic of data mart

A. Non-Volatile

B. Subject Related

C. Relevant

D. Time variant

1.10 is a specialised system built for engineers, scientists, other knowledge workers charged with discovering and creating new knowledge?

A. Knowledge Work Systems

B. Intelligent Systems

C. Enterprise-Wide Knowledge Management System

D. None of the above

QUESTION 2

MARKS [10]

Define the following Terms:

2.1. Information:

2.2. Ethics:

2.3. Information Systems:

2.4. Business Process:

2.5. Business Information Technology Alignment:

QUESTION 3

MARKS [42]

Answer the following questions:

- 3.1. Define the term Computer Based Information System and discuss with examples the various components thereof. **(20 Marks)**

- 3.2. Identify and discuss any three (3) Information Systems with relevant examples. **(12)**

- 3.3. How has the integration of technology into everyday activities, such as communication, work, education, business and entertainment, influenced the daily lives of people in modern society? **(10)**

QUESTION 4

[20]

- 4.1. What are the five key factors included in Porter's Five Forces model, and can you explain how each one influences the competitiveness of an industry? **(10)**

- 4.2. Define the term Knowledge Management and describe the two types of knowledge that exists. **(6)**

- 4.3. Identify the benefits of knowledge management. **(4)**

QUESTION 5

[18]

- 5.1. Businesses do not operate in a vacuum, thus, it is affected by everything that occurs in the business environment. List the three (3) business pressures that entities are exposed to: **(3)**

- 5.2. Distinguish between Business Process Management and Business Process Re-engineering. Give three (3) distinguishing factors for each. **(6)**

5.3. We now live in an era where organisations are no longer faced with problems of lack of data but faces challenges on how to manage and use data to create a wealth of knowledge. Identify and explain three (3) challenges modern organisations face with managing data. **(6)**

5.4. List three (3) examples of intentional information security (Any three). **(3)**

THE END

TOTAL: 100 MARKS