



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION**

**DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND VOCATIONAL  
EDUCATION AND TRAINING**

<b>QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION</b>	
<b>QUALIFICATION CODE: 07BBIA</b>	<b>LEVEL: 6</b>
<b>COURSE: BUSINESS INFORMATION SYSTEMS 2B</b>	<b>COURSE CODE: BIS621S</b>
<b>DATE: DECEMBER 2025</b>	<b>SESSION: PAPER 2</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>2<sup>nd</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>Examiner:</b>	Ms. P. Louw
<b>Moderator:</b>	Prof. N. Angula

<b>INSTRUCTIONS</b>	
1.	Answer <b><u>ALL</u></b> the questions.
2.	Read all the questions carefully before answering.
3.	Make sure your student number and question number appear on the answer script.
4.	Please ensure that your writing is legible, neat and presentable.

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

**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. Identify the term used to describe the practice of physically transferring printouts or storage devices between computers.
- A. Bluetooth
  - B. Wi-Fi
  - C. Sneakernet
  - D. Ethernet
- 1.2. An online gathering of individuals who share interests, fears and personal opinions is called:
- A. Virtual Communities
  - B. Social Networking
  - C. Online gaming platforms
  - D. E-commerce platforms
- 1.3. The practice of integrating computer systems with social behaviours and interactions is known as:
- A. Social computing
  - B. Cloud computing
  - C. Artificial intelligence
  - D. Data mining
- 1.4. The activity that involves buying, selling and exchanging products, services and information through online platforms is known as:
- A. Social networking

- B. Telemarketing
  - C. Supply chain management
  - D. E-commerce
- 1.5. Which of the following best describes the primary goal of Supply Chain Management?
- A. Maximizing the number of suppliers to reduce dependency on a single source
  - B. Coordinating and integrating all activities related to the flow and transformation of goods, services, and information from the initial supplier to the final customer
  - C. Focusing solely on reducing production costs within a manufacturing facility
  - D. Managing customer relationships through marketing and sales strategies
- 1.6. The type of processing that collects a group of transactions over a period and processes them all at once to produce results is called:
- A. Real-time processing
  - B. Offline processing
  - C. Sequential processing
  - D. Batch processing
- 1.7. A centralized repository that integrates data from an organization's various departments and subject areas is called:
- A. Data warehouse
  - B. Data mart
  - C. Database
  - D. Data lake
- 1.8. Which statement correctly describes a cloud-based Customer Relationship Management (CRM) system?
- A. Software installed locally to manage customer data.
  - B. Software that functions solely on a private company network.

- C. Software and data hosted online, accessed through a web browser.
  - D. A system for storing offline customer financial records only.
- 1.9. Which of the following concepts describes the sequence by which a product gains value and incurs costs as it moves through design, production, marketing, delivery, and customer service?
- A. Value chain
  - B. Supply chain
  - C. Production line
  - D. Business Process
- 1.10. In supply chain management, which of the following best describes the push model?
- A. Products are manufactured and supplied based on actual customer orders.
  - B. Products are delivered directly from supplier to customer without inventory.
  - C. Products are only stocked in warehouses and not promoted to customers
  - D. Products are produced and promoted based on forecasted demand, pushing them to customers.

## **QUESTION 2**

**[25 Marks]**

Answer the following questions:

- 2.1 List and discuss the five forms of e-commerce. **(10)**
- 2.2. Discuss five ways businesses are leveraging Web 2.0 technologies to enhance organizational operations and support various business functions. **(10)**

- 2.3. Briefly state five possible drawbacks or challenges that organizations may face when transitioning to a computerized data management system. (5)

**QUESTION 3**

**[22 Marks]**

Answer the following questions:

- 3.1. Define the terms computer networks, local area network (LAN), metropolitan area network (MAN), and wide area network (WAN) in the context of information technology, and provide a relevant example for each. (12)
- 3.2. The challenges of the Sneakernet era led to the development of computer networks. Discuss five advantages of computer networks in contemporary organizations. (10)

**QUESTION 4**

**MARKS [23]**

Answer the following questions:

- 4.1. Identify and briefly explain the three strategies for implementing Enterprise System. (6)
- 4.2. Identify the three different types of CRM Systems and state its function. (6)
- 4.3. Discuss any three advantages of real-time processing. (6)

4.4. State the five potential risks of social computing for contemporary organizations. (5)

**QUESTION 5**

**[20 Marks]**

Answer the following questions.

5.1. Discuss five technical and non-technical challenges of implementing e-commerce from both the business and customer perspectives. (10)

5.2. Discuss five reasons why supply chain management is important for contemporary organizations. (10)

**THE END**

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**TOTAL: 100 MARKS**