

<b>TITLE</b>	<b>HET: BCOMM BUSINESS MANAGEMENT</b>
<b>SUBJECT</b>	<b>MANAGEMENT INFORMATION SYSTEMS</b>
<b>SUBJECT CODE</b>	<b>MIS110</b>
<b>TEST/EXAM</b>	<b>TEST</b>
<b>SEMESTER</b>	<b>2<sup>ND</sup></b>
<b>DATE WRITTEN</b>	<b>SEPTEMBER 2018</b>

<b>TOTAL MARKS</b>	<b>120</b>
<b>DURATION</b>	<b>2HOURS</b>
<b>PASS MARK</b>	<b>50%</b>
<b>WEIGHTING</b>	<b>10%</b>
<b>EXAMINER</b>	<b>LINDOKUHLE THWALA</b>
<b>MODERATOR</b>	<b>THABISO MATHABATHE</b>

#### **REQUIREMENTS:**

Learner Requirements: Stationery and Examination Book

Equipment Requirements: None

#### **This paper consists of:**

1. Section A : 20 marks
2. Section B 100 marks

Please answer **ALL** questions.

#### **PLEASE READ THE ASSESSMENT RULES AND REGULATIONS THAT FOLLOW**

Learners are warned that contravening any of the examination rules or disobeying the instructions of an invigilator could result in the examination being declared invalid. Disciplinary measures will be taken which may result in the students' expulsion from Damelin.

## ASSESSMENT RULES AND REGULATIONS

Please ensure that you have read and fully understand the following assessment rules and regulations prior to commencing with your assessment:

1. To be permitted access to the examination, a learner must arrive with:
  - an Identity Document or other official proof of identity (for example, - a student card, passport or driver's licence card with photo); and
  - the required exam stationery.
2. No learner may enter the examination room more than 30 minutes after the examination sitting has commenced and no candidate may leave the room less than one hour after the examination sitting has commenced.
3. No extra time will be allowed should a student arrive late.
4. All learners must sign the *Attendance Register* for the examination on arrival.
5. It is the responsibility of learners to familiarise themselves with the examination rules prior to sitting for the examination.
6. All examinations are to be written on the date and time officially stipulated by the College.
7. It is the responsibility of learners to ensure that they are writing the correct paper and that the question paper is complete
8. Cell phones must be switched *off* prior to entering the exam venue. Cell phones and wallets may be placed under candidates' chairs rather than at the front of the room.
9. Learners may not handle cell phones or wallets during the exam.
10. No weapon of any description may be taken into the assessment room.
11. All personal belongings are to be placed at the front of the examination room. Personal belongings brought to the examination are at the owner's risk.
12. Smoking is not permitted and learners will not be allowed to leave the examination room in order to smoke
13. Once the examination has commenced, all conversation of any form between candidates must cease until after candidates have left the room, after the examination.
14. *Only* the official College examination book, as supplied by the College, may be used.
15. Learners must ensure that their student number is written on the answer book.
16. Learners are responsible for ensuring that they follow the instructions in the examination for submitting their answers.
17. Please read the instruction appearing on the examination paper carefully
18. The number of every question must be clearly indicated at the top of every answer.
19. No pages may be torn out of the answer book. All question papers and scrap paper must be handed to the invigilator after the examination.

20. Learners finishing earlier are to leave the examination room as quietly as possible on the instruction of the invigilator, and may not talk until outside the building where the examination is being written.
21. Only under exceptional circumstances will a learner be permitted to leave the examination room during the examination, and if the invigilator gives permission. An invigilator must accompany the learner. Only one learner at a time may be absent from the examination room.
22. Candidates may not act dishonestly in any respect.

**SECTION A**

**[20 Marks]**

**Question 1 Multiple Choice**

**[10]**

1.1 MIS stands for

- A. Management Information System
- B. Making Information System
- C. Manage Information System
- D. Making Income System

1.2 Business intelligence is

- A. Doing business the intelligent way
- B. The way of trying to become intelligent in business
- C. Way of trying to manage your business the intelligent way
- D. None of the above

1.2 Business processes can be defined as:

- A. Processes of a business
- B. The manner in which business processes are conducted
- C. Refer to the manner in which work is organized, coordinated and focused to produce a valuable product or service
- D. All of the above

1.4 The following are types of Information System

- A. Decision Support System
- B. Expert System
- C. Transaction Processing System
- D. All of the above

1.5 Social business can be defined as

- A. Interaction amongst business individuals with their customers
- B. Use of social networking platforms in an organization
- C. Socialising of employees in an organization
- D. None of the above

1.6 The following is an impact of having MIS in an organization

- A. MIS helps to monitor results and performances
- B. Poor performance
- C. Out of business due to technology
- D. None of the above

1.7 The behavioural view of organizations can be viewed as”

- A. Division of labour
- B. Culture
- C. Privileges or responsibilities
- D. All of the above

1.8 Select all the components which make up IT Infrastructure

- A. Internet platforms
- B. Data management and storage
- C. Hardware platform
- D. All of the above

1.9 A file can be described as:

- A. Manual filing and then later storing in a desk file
- B. Group of records of the same type
- C. Way of storing records in a box file
- D. None of the above

1.10 The following are major reasons for collaboration and teamwork in modern businesses:

- A. Changing nature of work
- B. Growth of professional work
- C. Changing scope of the firm
- D. All of the above

**Question 2 Select either True or False**

**[10 Marks]**

**2. Select either True or False**

**2.1** The components of MIS are management, technology and organization

**2.2** MIS stands for Making Information System

**2.3** The introduction of an Information system has a negative economic impact since some employees might lose their jobs

- 2.4 Any Information System to be used in an organization must be Bench marked
- 2.5 For MIS to be effective there is a need to get data or information from the Transaction Processing System
- 2.6 Social business is the use of social networking platforms in an organization
- 2.7 A digital firm is a process whereby an organization has digitally enabled on how they interact with customers and suppliers.
- 2.8 Management Information System is mostly used by operational level
- 2.9 An Information System in an organization automate most of the business processes, share information or even easy access of information
- 2.10 Decision Support System is mostly used by operational level to monitor production status

## **SECTION B**

**[100 Marks]**

### **Question 3**

- 3.1 Write the following abbreviations in full (10)
- a) TPS
  - b) MIS
  - c) DSS
  - d) BI
  - e) EIS
- 3.2 Compare and contrast the following (10)
- a) Data and Information
  - b) MIS and DSS
- 3.3 Explain the importance of having an MIS in an organization (10)
- 3.4 Outline the digital firm, in relation to emerging technology which is currently used by most organizations. (5)

**Question 4**

4.1 With an aid of a diagram, briefly discuss the functions of an Information System. (15)

4.2 Discuss the term "Business processes". In your answer explain how Information System improves business processes of an organization. (10)

**Question 5**

5.1 With an aid of diagram, briefly describe the Porter's competitive force of model (20)

5.2 With an aid of a diagram, describe the components of IT infrastructure (20)

5.3 Briefly explain the competitive forces for IT infrastructure investment (10)