



Riara School of Business

Nurturing business innovators

SEPTEMBER – DECEMBER 2019 TRIMESTER

EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION

RBA 204: PRINCIPLES OF BUSINESS INFORMATION SYSTEMS

DATE: 13TH DECEMBER 2019

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during reading time. This is a closed book examination. Text book/Reference books/notes are not permitted.

SPECIAL INSTRUCTIONS:

- 1 Write your REGISTRATION NO. clearly on the answer booklet(s).
- 2 Answer QUESTION ONE (COMPULSORY) and any other two.
- 3 Questions in all sections should be answered in answer booklet(s).
- 4 Marks allocated to each question are shown at the end of the question.
- 5 PLEASE start the answer to EACH question on a NEW PAGE.
- 6 For the questions, write the number of the question on the answer booklet(s) in the order you answered them.
- 7 Write your answers in paragraph form unless stated otherwise.
- 8 Keep your phone(s) SWITCHED OFF at the front of the examination room and NOT on your person.
- 9 Keep ALL bags and caps at the front of the examination room and do not refer to any unauthorized material before or during the course of the examination.
- 10 You are only allowed to leave the exam room 30minutes to the end of the Exam.

QUESTION ONE: COMPULSORY (30 MARKS)

- a) Distinguish between information systems and information technology. **(4 Marks)**
- b) Explain **four** reasons for adopting information systems and information technology in an organization. **(8 Marks)**
- c) Identify and explain **three** benefits an organization is likely to realize from the use of e-business. **(6 Marks)**
- d) With examples for each, describe **three** types of operations support systems. **(6 Marks)**
- e) Giving an example for each, distinguish between batch transaction processing and online transaction processing with respect to transaction processing. **(6 Marks)**

QUESTION TWO

- a) Describe **four** types of feasibility tests that may be performed by an organization during systems development. **(8 Marks)**
- b) Explain **six** functions of a communication system. **(12 Marks)**

QUESTION THREE

- a) Describe **five** activities performed by an information system. **(10 Marks)**
- b) Distinguish between volatile and non-volatile memory. **(4 Marks)**
- c) With examples, distinguish between system management programs and system development programs. **(6 Marks)**

QUESTION FOUR

- a) Explain **five** advantages of the database approach to data storage and retrieval. **(10 Marks)**
- b) Describe the purpose of a Management Information System (MIS) and explain **four** characteristics of an MIS. **(10 Marks)**

*******END*******