



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF LAW, BUSINESS INTELLIGENCE AND
ECONOMICS

DEPARTMENT OF ECONOMICS, MARKETING, AND ENTREPRENEURSHIP
EXAMINATION PAPER

COURSE CODE : CPS 423
COURSE TITLE : E- Procurement
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 4.2
DATE : 11 JUN 2024

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue
2. Use of silent, non-programmable calculators is allowed
3. Answer ALL questions in Section A and any three (3) questions in Section B.
4. The number of marks for each question or part question is shown in brackets []
5. Begin each answer on a new page.
6. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU.**

SECTION A (compulsory)

QUESTION ONE

Read the case below and answer the questions that follow.

Case Study: CityTech Mitigates Risks with E-procurement

CityTech, a rapidly growing municipality, faced challenges with its manual procurement process. These included: Difficulty tracking purchases and approvals, leading to potential fraud and corruption; Paper-based approvals and manual data entry resulted in delays and errors; Difficulty reaching a wider pool of suppliers, potentially limiting cost savings; Security concerns: Vulnerable to data breaches and unauthorized access to sensitive information.

Therefore, to address these risks, CityTech implemented a comprehensive e-procurement platform with robust risk management features. The platform included: Automated workflows: Streamlined processes with electronic approvals and automatic routing; Defined criteria and verification processes for eligible suppliers; Online bidding system for increased transparency and competition; Comprehensive tracking of all procurement activities for enhanced accountability; and Role-based access and multi-factor authentication for data security.

CityTech's e-procurement implementation led to significant improvements in risk management: Automated approvals and audit trails minimized opportunities for manipulation; Streamlined processes reduced errors and delays, saving time and resources; Online bidding attracted more suppliers, leading to better pricing and value; Stakeholders had real-time access to procurement data, fostering trust and accountability; Robust access controls and data encryption protected sensitive information; Implementing the platform required upfront costs for software, training, and change management; Encouraging employees to embrace the new system required ongoing communication and support and Transferring historical data to the new system had potential challenges with accuracy and completeness.

Questions:

1. What were the primary risk areas CityTech aimed to address with e-procurement? (5 marks)
2. How did specific features of the e-procurement platform mitigate these risks?(5 marks)
3. How did CityTech address the challenges of user adoption and data migration? (10 marks)
4. What additional risk management strategies could CityTech consider for further improvement? (5 marks)

SECTION B (*choose any three questions*)

QUESTION 2

How can companies ensure successful adoption of e-procurement systems by their employees and suppliers?

QUESTION 3

What are some emerging trends in e-procurement technology that might impact the future of the field?

QUESTION 4

How can e-procurement be used to promote ethical and sustainable sourcing practices?

QUESTION 5

What are some of the key challenges and opportunities for small businesses to adopt e-procurement?