



ZIMBABWE EZEKIEL GUTI UNIVERSITY

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FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

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DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

EXAMINATION PAPER

**COURSE CODE** : CBM 201  
**COURSE TITLE** : BUSINESS INFORMATION SYSTEMS  
**DURATION** : 3 Hours  
**DATE** : 15 July 2019

**INSTRUCTIONS TO CANDIDATES:**

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets [ ]

**Question 1**

- a) What is a Decision Support System? [3]
- b) Identify and explain any **three** capabilities of a Management Information System. [9]
- c) Evaluate the role played by Transactions Processing Systems in an organization. [13]

**Question 2**

- a) Distinguish between batch and real-time processing. [10]
- b) Give an account of how Disruptive Technologies have enhanced the performance of firms in an industry of your choice. [15]

**Question 3**

- a. Define and identify any four functions of a Database Management System. [6]
- b. Explain the functions of an operating system. [9]
- c. Distinguish between product differentiation and cost leadership strategies with respect to Business Information Systems. [10]

**Question 4**

Evaluate the contribution that Business Information Systems makes towards enhancing value chain activities. [25]

**Question 5**

Write short notes on the following terms as they apply to Business Information System:

- a) Preventive controls [5]
- b) QR Codes [5]
- c) Application software [5]
- d) In-house software development [5]
- e) Returns policy [5]

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