

# POKHARA UNIVERSITY

Semester: Spring

Year: 2021

Level: Bachelor  
Programme: BBA/BI/TT/BHM

Full Marks: 100

Course: Introduction to Management Information System

Pass Marks: 45

Time: 3 hrs.

*Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.*

## Section "A"

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define information system.
2. What is data? Explain in brief.
3. Describe "Property management system" in brief.
4. Why cache memory is used in computer system.
5. List any four benefits of Telecommunication Network.
6. What is Client Server network?
7. What is Microsoft Access? Why it is preferred?
8. What is online analytical processing (OLAP)?
9. What is Global Distribution Systems (GDS)? Give an example.
10. What is volatile memory? Give an example.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What is Super Computer? What are its features? Where it is used?
12. Draw a diagram of Enterprise Resources Planning Architecture. Explain the benefits and challenges of ERP.
13. Explain the concept of System Development Life Cycle (SDLC) and its stages
14. Explain different network topologies used in information system.
15. What is DSS? Explain components and business applications of DSS with examples.
16. a) Explain Computer Reservation System (CRS) and Point of Sale (POS) with their business value.  
b) What do you mean by DBMS Explain different advantages of DBMS over traditional file processing system?
17. Why do we need an Information System in business? Explain with relevant examples.



Section "C"  
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

**Supply Chain Management hassles in Nepal**

A general perception that the term 'supply chain management (SCM)' creates is that practically every product that reaches an end-user goes through a well-calculated and estimated process. From the rice that we consume each day to the drinks we choose, everything is delivered to us through several processes; all aligned in the supply chain. The supply chain system binds components like production, distribution, storage, import, and export together. It is, thus, observable that the SCM has a cascading impact on almost all aspects of the trade. This makes it obvious that if the SCM is faulty, a country's progress is almost impossible. As Nepal strives for economic growth, growing competence in this area by improving the linkages of various components of the sector is vital. However, the problems facing SCM in Nepal is as straightforward as it is profound: supply chain bottlenecks. Nepal, at present, is pushing for good infrastructure. However, hovering above the country's infrastructural development are supply chain bottlenecks. A supply chain majorly consists of eight components, namely, planning, information, source, inventory management, production, location, transportation, and return of goods. While the rest of the world is looking for extending the efficiency of the supply chain, Nepal is still struggling to keep up with the interdependency between each of these components resulting in the incapability of achieving the bottom line i.e. profit. For, instance, there are 100,890 nurseries (both government and private) all over Nepal for the production of apples, which is one of the high-value priority commodities. Nevertheless, producers lack appropriate information about the market, packaging materials, logistics, and storage and processing facilities. As a result, apples are not graded and all shapes and sizes of apples are packed in beer cartons and carried to markets. Moreover, the transportation costs are high due to the lack of transportation facilities. Overall, the components of the supply chain lack interdependency and are not cost-effective as well.

As stated, transport and logistics are one of the many components of the supply chain. Due to the poor road condition affecting the transportation of goods and the warehouse 'godown' concept of storing goods without any systematic segregation based on the nature of the items, some significant issues have been arising in the supply chain.

The SCM system of our country is poor, majorly due to the supply chain bottlenecks, lack of coordination between the components of the supply chain, and also due to some of the faulty principles it is based on since the



existing SCM does not provide sustainable and long term solutions. A realistic starting point is to acknowledge the low standard of materials supplied in the country as well as the lack of competitiveness among the components of SCM and address the importance of excellent products with international standards and cost-effective service delivery. More precisely, importance should be given to enhancing national capacity and leadership in each of the components of the supply chain and developing a global coordination mechanism to put the components in place. Moving towards increasing visibility and availability of the stock of goods rather than outdated notions of the 'godown' concept is also needed. Such a change in the management and approach of SCM is likely to help Nepal's production and supply smoother in the future.

**Questions:**

[4×5=20]

- a) What is Supply Chain Management system in your opinion?
- b) What are the major problems and challenges related to supply chain that Nepal is facing?
- c) How the concept of SCM system can be used in various business in Nepal.
- d) Who will be more benefited, due to the use of SCM system, how?