



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF ENGINEERING, APPLIED SCIENCES AND TECHNOLOGY

DEPARTMENT: COMPUTER SCIENCE AND INFORMATION SYSTEMS

MODULE: DIGITAL FINANCIAL SERVICES

CODE: INSY213

SESSIONAL EXAMINATIONS

JUNE 2024

DURATION: 3 HOURS

EXAMINER: MR L. RUVINGA

INSTRUCTIONS

1. Answer *ALL questions* in Section A
2. Answer Any *three (3) questions* in Section B
3. Start a new question on a fresh page
4. Total marks 100

Additional material(s): None

SECTION A:

Question 1

- a) Define the following terms
 - i. RoboAdvisory [2 marks]
 - ii. Robotic Process Automation [2 marks]
 - iii. Digital Immigrants [2 marks]
 - iv. Non-Bank Financial Institution [2 marks]
 - v. Branchless Banking [2 marks]

- b) Explain how Zimbabwean banks are tailoring their products to ensure that Financial Inclusion is achieved. [4 Marks]
- c) Digitisation and Digitalisation are often used as synonyms. Explain to a layman if the two are the same [5 Marks]
- d) As the digital revolution takes over, explain how financial institutions are migrating from CapEx to OpEx [6 Marks]

- e) As an information systems specialist identify and explain the building blocks that have been laid down for the advancement towards attainment of Digital Economy status for a developing country like Zimbabwe. [15 Marks]

SECTION B:

Question 2

- a) Identify five (5) unique offerings that differentiate FinTech entities from incumbents. [10 Marks]
- b) Explain the role of the “**Reserve Bank of Zimbabwe FinTech Regulatory Sandbox**”. [10 Marks]

Question 3

- a) China’s WeChat has become a popular rand bringing together social media, ecommerce and FinTech into one platform. Discuss the factors that contribute to the success of WeChat in the financial services sector [10 Marks]
- b) Illustrate the FinTech ecosystem and briefly explain the role of each entity [10 Marks]

Question 4

In the data driven economy, emergent technologies are increasingly dominating the financial industry. Identify any four of these technologies and discuss how they are reshaping the financial services landscape. Give practical examples in your answer [20 marks]

Question 5

Zimbabwe recently launched its Gold backed digital currency to be used as legal tender. Identify the challenges impeding the widespread use of the currency and suggest possible solutions. **[20 Marks]**

END OF EXAMINATION