CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

MAIN/EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMPUTER SCIENCE, DIPLOMA IN COMMUNITY DEVELOPMENT, DIPLOMA IN ANIMAL HEALTH, DIPLOMA IN CRIMINOLOGY AND SECURITY STUDIES, DIPLOMA IN PROJECT AND PLANNING MANAGEMENT, DIPLOMA IN TOURISM AND HOTEL MANAGEMENT, DIPLOMA IN EARLY CHILDHOOD EDUCATION AND DIPLOMA IN SOCIAL WORK

COSC 0102: INTRODUCTION TO COMPUTER APPLICATIONS

STREAMS: AS ABOVE   **TIME: 2 HOURS**

DAY/DATE: MONDAY 27/09/2021   **11.30 A.M. – 1.30 P.M.**

INSTRUCTIONS:
- Answer question **ONE** and **TWO** other questions
- Do not write anything on the question paper
- This is a **closed book exam**, no reference materials are allowed in the examination room
- There will be **NO** use of mobile phones or any other unauthorized materials
- Write your answers legibly and use your time wisely.

a. What do you understand by the following terms as used in Microsoft word. (4 marks)

   i.   Save and save as

   ii.   Subscript and superscript

b. Differentiate between field and a record   (2 marks)

c. What causes the following error messages in Microsoft excel   (4marks)

    i.   #######

    ii.   #REF

d. list three advantages associated with the use electronic mail over traditional paper mail

(3 marks)

e. List four problems you are likely to encounter when printing a document (4 marks)

f. Give two characteristics of a RAM   (2 marks)

g. Name three storage devices used to store digital data in institutions.   (3 marks)

h. Using an illustrative diagram, describe the main functional units of a computer system.

(6 marks)

i. List **two** functions of operating systems.   (2 marks)

SECTION B {Answer any two questions from this section}

QUESTION TWO (20 marks)

a. An upcoming organization uses a lot of files in keeping records; the organization wants to break down the paperwork and automate the basic routine jobs by interconnecting computers in the organization. What will be the business benefits of networking this organization?   (10marks)

b. Explain four functions of operating system   (4 marks)

c. Describe TWO computer crimes taking place in society citing control measures that can be put in place to cub them.   (4 marks)

d. Outline the use of the following shortcut keys   (2marks)

    i.   Ctrl + C
    ii. Ctrl + X

QUESTION THREE (20 marks

a. Define a Web browser and give 3 examples of web browsers.   (6 marks)

b. List any FOUR **main** uses of the Internet.   (4 marks)

c. Describe FIVE **major** applications of ICT in business and management   (10 marks)

QUESTION FOUR (20 marks)

a. Explain five ways used to care and maintain computers   (10 marks)

b. You are staff of an upcoming company and the management asks you to give the specification in order to procure the computers, explain five specifications that you would recommend to be considered.   (10 marks)

Question FIVE (20marks)

a. Use the following spread sheet table to answer the questions that follows.

	A	B	C	D	E
1	MARK LIST FOR CATS				
2	NAME	CAT 1	CAT 2	TOTAL	AVERAGE
3	ESTHER				
4	JOSEPH				
5	TOM				
6	ANN			####	

    i. Explain the formatting in A1:E1   (2 marks)

    ii. Write down the function that would give the average for Esther.   (3 marks)

    iii. After computing the total for ANN, the cell D6 appeared as shown in the table. Explain the cause of this and how it can be rectified.   (3 marks)

    iv. In cell E5 you computed the average and got the result inform of date format. Explain how you would modify this to get the correct average for TOM.(2 marks)

b. List and explain five ways in which computer viruses can be spread   (10marks)

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