

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU AND CHOGORIA CAMPUSES

**FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN
PROCUREMENT AND LOGISTICS MANAGEMENT AND CERTIFICATE IN
BUSINESS MANAGEMENT**

COSC 00161: COMPUTER APPLICATIONS IN BUSINESS

STREAMS: CERT.

TIME: 2 HOURS

DAY/DATE: THURSDAY 23/09/2021

8.30 A.M – 10.30 A.M.

SECTION A: COMPULSORY

QUESTION ONE (30 MARKS) COMPULSORY

- (a) Describe why a word processing application is important to an organization and state any TWO word processing software applications you would recommend for use. (4 marks)
- (b) State TWO disadvantages associated with the use of the internet. (2 marks)
- (c) Explain the difference between MAN and WAN types of computer networks. (4 marks)
- (d) Discuss TWO input devices that can be applied in a business environment. (4 marks)
- (e) State THREE benefits of Microsoft Office word processor over a typewriter. (3 marks)
- (f) State and explain TWO factors to consider when buying a computer. (4 marks)
- (g) Define the term e-commerce and give TWO benefits of e-commerce in the business world today. (3 marks)
- (h) Define the following terms
 - (i) System software (2 marks)

- (ii) Motherboard (2 marks)
- (iii) Computer hardware (2 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION TWO (20 MARKS)

- (a) Define the term internet. (2 marks)
- (b) Explain at least FOUR reasons why internet should be considered a great resource to any business establishment. (8 marks)
- (c) Discuss FIVE applications of computers in a business environment. (10 marks)

QUESTION THREE (20 MARKS)

- (a) State and explain TWO types of booting a computer. (4 marks)
- (b) Discuss FOUR major functions of operating systems in computing. (8 marks)
- (c) State and explain any FOUR features of the word screen in Microsoft word. (8 marks)

QUESTION FOUR (20 MARKS)

- (a) Differentiate between impact and non-impact printers stating at least TWO examples of each. (4 marks)
- (b) Discuss THREE types of Read Only Memory (ROM). (6 marks)
- (c) State and explain the steps involved in the boot process of a computer. (10 marks)

QUESTION FIVE (20 MARKS)

- (a) State FOUR secondary storage devices that can be used to store data in a business. (2 marks)
 - (b) Utility programs either enhance existing functions or provide services not performed by other system software. State and explain FIVE of those services. (10 marks)
 - (c) State and explain at least TWO problems likely to be encountered while printing a document. (4 marks)
 - (d) State and explain any TWO characteristics that make computers indispensable in business. (4 marks)
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