COMP 105

CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
BACHELOR OF COMMERCE**

COMP 105: COMPUTER APPLICATIONS IN BUSINESS

STREAMS: BCOM (ODEL)   **TIME: 2 HOURS**

DAY/DATE: WEDNESDAY 31/03/2021   **8.30 A.M. – 10.30 A.M.**

INSTRUCTIONS:
- **Answer QUESTION ONE and any other TWO questions.**
- **This is a CLOSED BOOK exam. No reference materials are allowed in the exam room.**
- **No mobile phone is allowed in the exam room** *(make sure to switch it off and leave it with the invigilator if you carried one).*
- **Write your answers legibly and use your time wisely**

SECTION A (COMPULSORY) [30 MARKS]

a) Differentiate between computer hardware and computer software different?   [2 marks]

b) Explain three main driving forces behind Enterprise Resource Planning for a business organization.   [3 marks]

c) Discuss the differences in functionalities between RAM and hard drive of a computer system.   [3 marks]

d) What exactly is a computer and what are its four (4) major functions?   [3 marks]

e) Convert the hexadecimal number 8D16 to its binary (base 2) equivalent.   [3 marks]

f) Explain any two routine activities you would carry out on general computer maintenance tasks to improve on its performance.   [3 marks]

g) Classify the following applications as either system software or application software.

[3 marks]

    i)   Microsoft Excel

    ii)   Linux

    iii)   Kaspersky antivirus

    iv)   Microsoft Windows 7

    v)   Internet Explorer

    vi)   Adobe reader

h) Discuss the reasons why internet should be considered as a great asset to any business entity?

[4 marks]

i) James is the head of a Computer Networks consulting company. His company has won a contract to design and develop a local area network for a middle level college in Maua town. Explain three advantages the college will gain by implementing the network.

[6 marks]

SECTION B (ANSWER ANY TWO QUESTIONS)

QUESTION TWO [20 MARKS]

a) Explain the five functions of the operating system software in a computer system.

[10 marks]

b) Explain the difference between Instant Messaging and email. Explain the three basic elements of email.   [5 marks]

c) Explain the importance of the following communications protocols.   [5 marks]

    i)   TCP/IP

    ii)   http

QUESTION THREE [20 MARKS]

a) Discuss the impact of computers in the Kenyan commercial sector.   [10 marks]

b) Explain any five benefits of computerizing the university library. Your answer should show how library services would be improved by computerizing the activities in the library.

[5 marks]

c) Computers are prone to security threats from the outside world. Your neighbor also could compromise the security of your computer system. Explain measures you would take to protect your data and programs in your computer. [5 marks]

QUESTION FOUR [20 MARKS]

a) "An operating system is an interface between a user and the computer system." Do you agree with the statement? Explain the functions performed by an operating system

[6 marks]

b) Explain the difference between a file and a folder in a computer system. [2 marks]

c) Discuss Reporting alternatives as information product provided by MIS to Managers?

[6 marks]

d) Explain the following terms:

   i) Phishing [2 marks]

   ii) Spam [2 marks]

   iii) Animation and Transition in PowerPoint [2 marks]

QUESTION FIVE [20 MARKS]

a) Explain any five symptoms of a computer infected by virus. [10 marks]

b) State and explain any five factors that you would consider when acquiring business software.

[5 marks]

c) Explain the importance of passwords in computing and possible ways of keeping your passwords safe. [5 marks]