CHUKA   **UNIVERSITY**

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.
- Marks are awarded for clear and concise answers.

SECTION A (Answer ALL questions in this section)

QUESTION ONE (30 Marks)

a. Explain the application of computers in the following areas
   i.   Banking   (2marks)
   ii. Marketing   (2marks)
   iii. Communication   (2mark

b. If you have a list of numbers in cells B2 through B20 and you wanted the average of these numbers, what would be the formula?   (3marks)

c. List any three advantages of using a database software in business organization (3marks)

d. Name any three views available in power point   (3marks)

e. Name two computer output devices   (2marks)

f. List the three main categories of browser software   (3marks)

g. Differentiate between cropping and cutting   (2marks)

h. List TWO applications of ICT in business and management   (2marks)

i. John, a business professional at Huduma Sacco has been helping her colleagues who are always complaining that their computers are not working properly. The departmental

head summons and asks her to develop guidelines for care of computers and circulate it to her colleagues. Suggest FOUR of the rules that Agnes would develop. (4 Marks)

j. List any two mouse actions used in operating a computer (2 Marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

QUESTION Two (20 Marks)

a. Define each of the following terms as used in internet: (4 Marks)
   i. Password
   ii. Search Engine
   iii. Server
   iv. IP Address

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

c. Explain the difference between LAN, MAN and WAN types of networks (6 Marks)

d. Provide THREE examples of software used for surfing (3 Marks)

e. Spam are unwanted and unsolicited emails. List THREE ways of preventing spam

(3 Marks)

QUESTION Three (20 Marks)

a. Computers can be classified into many different categories. discuss the classification of computers according to size (10marks)

b. Describe the four components of a computer giving an example in each case (8marks)

c. Name any two data formats that can be entered in an excel worksheet [2marks]

Question Four (20 marks)

Janet is a secretary at Chuka University. She wants to prepare minutes of the last Senate Meeting using word processor program.

a) Explain the benefits of word processor over the type writer (6 Marks)

b) Explain to her how she can achieve the following:
   (i) Print her work in landscape (3Marks)
   (ii) Save her work in desktop (3 Marks)

c) Explain the following emerging ICT technologies and how the business can adopt them to their advantages

i) Smart phones (4Marks)

ii) Social media (4 Marks)

QUESTION FIVE (20 MARKS)

a. Explain the difference between the following features of spreadsheets.

    i. Relative Reference and Absolute Reference (2 Marks)

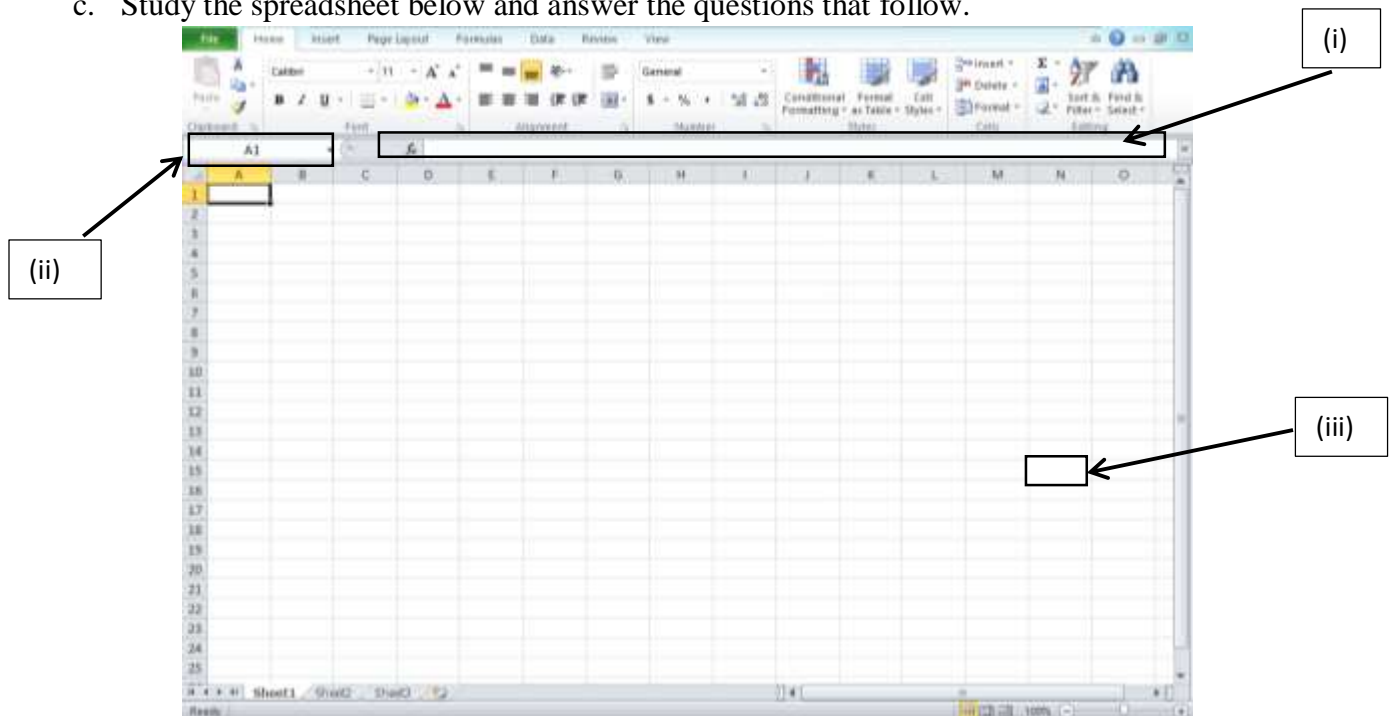   ii. Sort and Filter (2 Marks)

    iii. Worksheet and Workbook (2 Marks)

b. State and explain THREE features of productivity software (6 Marks)

c. Study the spreadsheet below and answer the questions that follow.

    i. Identify the parts (i), (ii) and (iii) above. (3 Marks)

    ii. Suppose 58, 25, 13 is entered on cells A1, A2, and A3 respectively. Write down the formula that would appear on cell A4 to perform each of the following arithmetic operations:

        a. Addition (2 Marks)

        b. Mean (3 Marks)