

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

COSC 105: INTRODUCTION TO COMPUTER APPLICATIONS IN BUSINESS

STREAMS: BCOM Y1S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 8/08/2019

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer Question **ONE** and any other **TWO** questions.
- Diagrams should be used whenever they are relevant to support an answer.
- Sketch maps and diagrams may be used whenever they help to illustrate your answer
- 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

SECTION A

ANSWER **ALL THE QUESTIONS IN THIS SECTION**

QUESTION ONE [30 MARKS]

- a) Explain the function of the following in a word processing software:
- | | |
|--------------|-----------|
| i. Alignment | [2 Marks] |
| ii. Cut | [2 Marks] |
| iii. Format | [2 Marks] |
- b) List and describe any three advantages of GUI based Operating Systems [6 Marks]
- c) Judy is an accountant in a certain company. Identify any three software applications Judy would use for creating a trial balance. [3 Marks]
- d) Differentiate between Save and Save As [4 Marks]
- e) Describe any two advantages and any two disadvantages of wifi over wired LAN [4 Marks]
- f) Differentiate between a Computer Worm, Virus and Trojan [3 Marks]
- g) Diagrammatically present and explain a client server network [4 Marks]

SECTION B

ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION TWO [20 MARKS]

- a) The Head of your department is interested in purchasing new computers for new employees who have recently joined the department. Knowing that you have taken a course in computers, he requests that you advise him as regards the intended purchase. He is considering either desktop or laptop computers
- i. Highlight and explain any five factors to consider when choosing a computer for purchase [5 Marks]
 - ii. Describe any five disadvantages of choosing laptop computers over desktop computers [5 Marks]
 - iii. Describe any five disadvantages of choosing desktop computers over laptop computers [5 Marks]
- b) Ahmed and Hassan both have typing, printing and photocopy businesses in Ndagani township near Chuka University. Ahmed has an InkJet printer while Hassan has a LaserJetprinter. Lucy has a 1000 pages document which she needs to be printed in the shortest time possible yet produce high quality printouts. Assuming Lucy has taken a course in COSC 105 and is aware of different printer performance, identify which between Ahmed and Hassan's businesses she will make choice of. Discuss the reasons for her choice [5 Marks]

QUESTION THREE [20 MARKS]

- a) The widespread use of computers and the internet has brought changes to many areas of our lives. Among those affected are the way businesses are done. eBusiness and eCommerce are both formats of businesses brought about by computers and the internet.
- i. Differentiate between eCommerce and eBusiness [2 Marks]
 - ii. Identify and explain any five eCommerce models [10 Marks]
- b) A Microsoft Access Database dbChukaMatt has three tables' tbProducts, tbSuppliers, and tbCustomers. Using your knowledge of Microsoft Access:
- i. Present a likely field structure of each table [3 Marks]
 - ii. Explain how a Relationship could be created between the three tables and diagrammatically present the finished table relationships [4 Marks]
 - iii. Explain the need for creating the table relationships in the above scenario [1 Mark]

QUESTION FOUR [20 MARKS]

- a) Many banking institutions in Kenya have introduced online banking services an aspect commonly referred to as mBanking. This has made it easy for bank clients to undertake banking transactions. However challenges have also arisen moreso in terms of cybercrimes
- i. Highlight any three advantages of mBanking to bank clients [3 Marks]
 - ii. Describe any five cybercrimes that could be introduced in the banking sector by practicing mBanking [10 Marks]
- b) Discuss the fifth generation computers highlighting the effects of these computers to the world of business [7 Marks]

QUESTION FIVE [20 MARKS]

- a) Samuel and Rael are both Head of Sales in different branches of the same Organization. Both are meeting management in the board room to report on their branch performance. Samuel has prepared a PowerPoint presentation as well as speaker notes while Rael has armed herself with only handwritten notes.
- i. Explain any five reasons why Samuel's reporting may in the long run be more effective than Rael's [10 Marks]
 - ii. Describe five factors to consider while preparing an effective PowerPoint presentation [5 Marks]
- b) A very successful Fast Food restaurant chain has over thirty branches spread in three different continents. Explain why this business needs Mainframe computers [5 Marks]
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