

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT ,CRSS,COMMUNITY DEVELOPMENT ,DISASTER MANAGEMENT,MASS COMMUNICATION,ANIMAL HEALTH,PPMA,DISASTER MANAGEMENT,SOCIAL WORK,ECDE,PROJECT PLANNING AND MANAGEMENT,LEADERSHIP AND PUBLIC ADMINISTRATION.**

**COSC 0102: INTRODUCTION TO COMPUTER APPLICATIONS**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 8/12/2017**

**11.30 A.M – 1.30 P.M**

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**INSTRUCTIONS:**

- **Answer question one and any other two from section B**
- **Do not write on this paper**

**SECTION A {compulsory}**

**QUESTION ONE (30MKS).**

- (a) Distinguish between computer software and computer hardware. (2marks).
- (b) Differentiate between hacking and cracking with reference to computer crimes. (2marks).
- (c) What is a computer network? Explain any advantage and disadvantage of computer networking. (3marks).
- (d) List any three differences between RAM and ROM (3marks).
- (e) Define the term malware (1mark).
- (f) Discuss any TWO reasons why internet should be considered as a great asset to any business entity? (2marks).
- (g) Define backup and state its importance. (2marks).
- (h) What do you understand by the following terms as used in Microsoft Office.(6marks).
- Save as and save.
  - Subscript and superscript
  - Font size and font style.

- (i) State the functions of the following keys on the keyboard. (3marks)
  - i. Enter key
  - ii. Space bar key.
  - iii. Delete key.
- (j) Discuss any three features that are found in the word processor window. (3marks).
- (k) Outline three (3) functions of an operating system. (3marks)

**Section B (40mks)**

**ANSWER ANY TWO QUESTIONS**

**QUESTION TWO (20MARKS)**

- (a) Differentiate between input and output devices and give two examples of each. (6marks)
- (b) State and explain four characteristics of computers (8marks)
- (c) Giving an example of each difference between application software and System software. (4mks)
- (d) Name any two browsers. (2marks)

**QUESTION THREE – (20 MARKS)**

- (a) Discuss TWO advantages and TWO disadvantages of the internet to society.(2Marks).
- (b) What causes the following error messages in Microsoft Excel? (4Marks)
  - i. #####
  - ii. #REF!
  - iii. #DIV/0!
  - iv. #NAME

- (c) State FOUR characteristics of computer affected by virus. (4marks)
- (d) Explain using a diagram describe the FOUR major operations performed by a computer (information processing cycle). (4marks)
- (e) Explain the procedure of creating a new folder on the desktop. (2marks)
- (f) State two computer maintenance practices. (2marks)
- (g) What do you understand the meaning by computer networking (2marks)

**QUESTION FOUR – (20 MARKS) .**

- (a) State and explain four features of the word screen in Microsoft word. (8marks]
- (b) Outline how you would perform the following. (8marks)
  - i. Insert header and footers
  - ii. Italicize typed text.
  - iii. Centre align your text
  - iv. Saving your word document for the first time.
- (c) Explain the use of freeze panes. (2marks)
- (d) List any two types of computer viruses (2marks)

**QUESTION FIVE(20MKS).**

- (a) With the aid of diagrams ,describe both star and bus network topologies.(8marks)
- (b) Computer systems can be classified based on several attributes or context, such as size, functionality and purpose. Describe the classification of computers according to size . (6marks).
- (c) Use the excel sheet below to answer the questions below.

	A	B	C	D	E	F	G	H	I
1	NAME	QS	EXCEL	WORD	TOTAL	AVERAGE	MAX	MIN	RANK
2	MARY	56	23	57					
3	BENTA	89	45	78					
4	SALOME	52	66	78					
5	JANE	23	45	47					
6	AMIN	46	38	56					
7	KIRWA	44	39	22					

Give the function for calculating:

- i. The total score for Mary (2 marks).
- ii. The average score for Salome (2 marks).
- iii. The maximum score for Kirwa (2marks).