

CHUKA



UNIVERSITY

**SUPPLEMENTARY/ SPECIAL EXAMINATIONS**

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

**COSC 00161: COMPUTER APPLICATIONS IN BUSINESS**

**STREAMS: CPLM**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 02/02/2021**

**2.30 PM – 4.30 PM**

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**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)**

**QUESTION ONE (30 Marks)**

- a) DEFINE the following computer system terms:
- i. Operating system (2 marks)
  - ii. Input Devices (2 marks)
  - iii. Graphical User Interface (2marks)
- b) While giving examples where necessary, distinguish between each of the following:
- i. Primary Memory and Secondary Memory (4 marks)
  - ii. RAM and ROM (4 marks)
- c) LIST two examples of secondary memory devices. (2 marks)
- d) LIST TWO examples of operating system (2 marks)
- e) List TWO types of application software (2 marks)

- f) STATE and explain THREE factors to consider when buying a computer. (6 marks)
- g) List any FOUR mouse actions used in operating a computer (4 Marks)

**SECTION B (Answer any TWO questions)**

**QUESTION TWO (20 Marks)**

- a) Draw a diagram to illustrate components of a computer system and explain functions of these components. (8 marks)
- b) State and explain THREE types of computer network. (6 marks)
- c) State and explain THREE characteristics of a computer. (6 marks)

**QUESTION THREE (20 Marks)**

- a) Computers are used in various areas in the society. Explain FIVE areas in the society where computers are being used. (10 marks)
- b) State SIX advantages of using internet. (6 marks)
- c) Agnes, a business professional at ABC 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)

**QUESTION FOUR (20 Marks)**

- a) Spam are unwanted and unsolicited emails. Briefly explain FOUR ways of preventing spam. (4 marks)
- b) Describe FOUR major functions of operating systems (8 Marks)
- c) Explain the steps one takes to start up and use a computer (4 Marks)
- d) List TWO examples of each of the following parts of a computer: (4 Marks)
  - i. Input Device
  - ii. Output Device

**QUESTION FIVE (20 Marks)**

- a) Computers can be classified according to size, speed and purpose. Discuss types of computers classified according to size. (10 Marks)

- b) State and explain FOUR basic features of a word screen in word processing. (8 marks)
  - c) Differentiate between the following terms, formatting and proofreading. (2 marks)
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