



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR CERTIFICATE IN HOSPITALITY

MANAGEMENT

COMPUTER APPLICATION

DATE: 17/10/2017

TIME: 2:00 – 4:00 pm

INSTRUCTIONS

*Answer Question One Compulsory and any other two questions from section B
Remember that you MUST write your admission number on the examinations booklet.*

Section A:

Question One (compulsory)

- a) With the aid of diagrams, discuss five types of network topologies. (10 marks)
- b) List four types of pointing devices as used in computers. (2 marks)
- c) Differentiate between spreadsheets and word processing as used in I.C.T. (4 marks)
- d) Explain two roles played by I.C.T in Hospitality and Tourism sector. (4 marks)
- e) Discuss the *three* components of the CPU. (6 marks)
- f) Differentiate between *ROM* and *RAM* types of memories. (4 marks)

SECTION B: ANSWER ANY OTHER TWO QUESTIONS

Question Two

- a) Explain *four* types of data processing modes as used in ICT. (8 marks)
- b) Outline any one of inserting a new slide in Ms PowerPoint. (2 marks)
- c) Define the term computer. (2 marks)

- d) Explain *two* types of cables used in computer connection (4 marks)
- e) Describe any three factors that one can consider when selecting an Internet Service Provider. (6 marks)

Question Three

- a) Describe *three* functions of operating systems as used in computer software (6 marks)
- b) Upendo; Procurement Officer with Mwangaza Center of Excellence wants to purchase new computers for their new branch in Machakos city. Other than cost, outline four factors She should consider when purchasing the computers. 8(4 marks)
- c) With the aid of a well label block diagram, outline the components of a digital computer system. (8 marks)
- d) Define the term “**Information Communication Technology**” as used in today’s life. (2 marks)

QUESTION FOUR (20 MARKS)

- a) List *four* examples of database programs available in the market today. (2 marks)
- b) Tuko Mbele is on a mission to purchase new software for their use in their company. Other than cost, explain any *three* factors they should consider when purchasing the programs. (6 marks)
- c) Outline any four factors why employees can resist implementation of the use of computers or information systems in an organization. (4 marks)
- d) The I.C.T personnel within Machakos University have noted with concern that the spread of computer virus within the campus is alarming:-
 - i. Define the term *ergonomics* (2 marks)
 - ii. Outline any *three* possible sources of computer virus within the institutions computers (6 marks)

QUESTION FIVE (20 MARKS)

- a. Briefly explain the **four** types of alignments used in MS-Word (8 marks)
- b. Explain any two ways of coping with emerging trends in I.C.T. (4 marks)
- c. Explain the following types as used in ICT.
 - i. E-Commerce (2 marks)
 - ii. Browsers (2 marks)
 - iii. Search engine (2 marks)
 - iv. Digital marketing (2 marks)