



MACHAKOS UNIVERSITY

University Examinations for 2016/2017

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SECOND SEMESTER EXAMINATION IN HOSPITALITY AND
TOURISM

SH024 COMPUTER APPLICATIONS

DATE: 6/6/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Explain the following concepts of e-tourism. (6 marks)
- i. E- airlines
 - ii. E- hospitality
 - iii. E- tour operators
- b) Illustrate and briefly describe the information processing cycle (5 marks)
- c) Explain three benefits that the hospitality and tourism industry derives from ICT technologies. (6 marks)
- d) Indicate the keyboard shortcut keys used to perform the following operations in a windows environment.
- i Copy
 - ii Cut
 - iii Paste (3 marks)
- e) Analyse three functions of an operating system. (6 marks)
- f) Indicate two application areas of the following software. (4 marks)
- i. Word Processors
 - ii. Graphics packages

QUESTION TWO (20 MARKS)

- a) The hard disk is the most popular backup device. Analyse three reasons why this is so. (6 marks)
- b) Explain **four** reasons why a computer is considered as a powerful tool. (4 marks)
- c) Other than cost, outline three considerations when choosing a backup. (3 marks)
- d) Outline two strengths and two limitations of magnetic tapes as storage devices. (5 marks)
- e) Differentiate between softcopy and hardcopy output. (2 marks)

QUESTION THREE (20 MARKS)

- a) Describe the DCIU technique as used for the evaluation of a website (8 marks)
- b) Most libraries still use COM.
 - i. Differentiate between the two types of COM. (2 marks)
 - ii. Indicate two merits and two demerits of this mode of output. (4 marks)
- c) Despite the many benefits achieved by application of ICT technologies in the hospitality and tourism sector, some players in the industry are yet to embrace ICT. Analyse two reasons behind this. (4 marks)
- d) List two ways of creating tables in Ms-Word. (2 marks)

QUESTION FOUR (20 MARKS)

- a) Name the technology used in the first, second and third generation computers. (3 marks)
- b) Using **two** examples in each case, describe **two** ways of classifying computers. (6 marks)
- c) List **three** types of softcopy output devices. (3 marks)
- d) Explain **four** factors that one would consider when selecting hardware. (8 marks)

QUESTION FIVE (20 MARKS)

- a) Juma who is a student in MUC intends to buy a laptop and has approached you for advice. Explain to him **three** factors that will determine the cost of the laptop. (6 marks)
- b) Describe **three** variations of compact disks. (6 marks)
- c) Use a diagram to illustrate how operating systems are classified. (6 marks)
- d) Lynn has engaged the services of a software house to develop software that will to manage her tourism business. Explain two benefits that she will derive from this move. (2 marks)