



MACHAKOS UNIVERSITY

University Examinations for 2018/2019

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

SPECIAL/SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM

STH 024: COMPUTER APPLICATIONS HOSPITALITY AND TOURISM

DATE:

TIME:

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: (COMPULSORY)

QUESTION ONE (30 MARKS)

- a) Describe two ways of booting a computer. (4 marks)
- b) Describe the functions of a guest accounting module as used in hospitality. (4 marks)
- c) With the aid of a diagram describe the operation of a hub based network topology. (2 marks)
- d) Discuss five technological and five non-technological limitations of E-Commerce. (10 marks)
- e) Discuss any four types of application packages that can be installed in a microcomputer and what each type of software does outlining examples where necessary. (10 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 procedure for inserting a new slide in Ms PowerPoint. (2 marks)
- c) Explain *two* types of cables used in computer connection (4 marks)
- d) Describe any three factors that one can consider when selecting an Internet Service Provider. (6 marks)

QUESTION THREE (20 MARKS)

- a) Outline any one procedure of creating tables in MS word. (4 marks)
- b) Edna; Procurement Officer with Express Communications Co. Ltd wants to purchase printers for their new branch in Makindu. Other than cost, outline four factors he should consider when purchasing these equipment. (4 marks)
- c) Explain the following terms as used in Computer Applications. (10 marks)
 - i) Data processing
 - ii) Formulas
 - iii) Functions
 - iv) Worksheet
 - v) Line spacing
- d) Elaborate on **mail merging** citing the advantages of using this feature in computer applications as used in today's life. (2 marks)

QUESTION FOUR (20 MARKS)

- a) Mazrui Company Ltd is on a mission to acquire new software for their use in their company. Explain any three major benefits that they can have by developing these programs on their own over purchasing from external developer. (6 marks)
- b) Mwangaza data handlers have noted with concern that their systems are under constant threat of attack.
 - i) Outline any four threats to information security. (4 marks)
 - ii) Discuss any five system controls that an organization may apply on its computing use. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Briefly explain the **four** types of alignments used in MS-Word (8 marks)
- b) Differentiate between *headers* and *footers* as used in computer applications. (4 marks)
- c) Explain the following types as used in ICT.
 - i. Browsers (2 marks)
 - ii. Search engine (2 marks)
 - iii. Drop cap (2 marks)
 - iv. Digital marketing (2 marks)