



MACHAKOS UNIVERSITY

University Examinations for 2018/2019

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT

INTRODUCTION TO ICT

DATE: 24/4/2019

TIME: 2.30-5.30 PM

INSTRUCTIONS

Answer **question ONE** and any other **TWO** questions.

QUESTION ONE (30 MARKS)

- a) Define the following terms as used in computing.
- i. Computer Hardware (2 marks)
 - ii. Computer Software (2 marks)
 - iii. User friendly (2 marks)
 - iv. Internet (2 marks)
- b) Outline the use of the following shortcut keys as used in Microsoft Word. (4 marks)
- i. *Ctrl + Home*
 - ii. *Ctrl + N*
 - iii. *Ctrl + Z*
 - iv. *Ctrl + K*
- c) Outline *five* symptoms displayed by a computer that is affected by virus. (5 marks)
- d) Outline *one* procedure of inserting tables in Ms Word document. (3 marks)
- e) Explain *four* types of application packages that can be installed in a microcomputer. Give examples where necessary. (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain four types of data processing modes as used in ICT. (8 marks)
- b) Outline one procedure for inserting a new slide in Ms PowerPoint. (2 marks)
- c) Explain the following terms as used in Presentation application packages.
 - i. Place holder (2 marks)
 - ii. Slide show view (2 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 inserting charts in Ms Excel. (4 marks)
- b) Mali Yao Officer with Express Communications Co. Ltd wants to purchase printers for their new branch in Makindu. Outline four factors he should consider when purchasing these equipment. (4 marks)
 - i. Explain the following terms as used in Computer Applications.
 - ii. Data processing (2 marks)
 - iii. Formulas (2 marks)
 - iv. Functions (2 marks)
 - v. Worksheet (2 marks)
 - vi. Line spacing (2 marks)
- c) Explain *mail merging* feature in computer applications. (2 marks)

QUESTION FOUR (20 MARKS)

- a) Mazrui Company Ltd is on a mission to acquire new printers for their use in their company. Explain *three* factors that they should consider when procuring these devices. (6 marks)
- b) Shauri Yako investment group have embarked on mission to procure new software for their respective branches all over Kenya. Explain *four* factors they should consider when procuring the devices. (8 marks)
- c) The following table is an extract from Ms Excel program. Use it to answer questions that follow.

	A	B	C	D	E	F	G	H	I
1	<i>Name</i>	<i>Eng</i>	<i>Kisw</i>	<i>Religious Studies</i>	<i>Bio</i>	<i>Chem</i>	<i>Totals</i>	<i>Mean</i>	<i>Grade</i>
2	Barack	45	85	78	95	96			
3	Putni	85	78	58	45	63			
4	Elizabeth	74	45	75	74	76			
5	Donald	56	25	85	74	56			

Using cell references and functions where possible, write a function that can be used to compute

- i. The total marks for Barack. (2 marks)
 - ii. The mean score for Barack. (2 marks)
- d) The table below shows the criteria for computing the grade for each student. Using an appropriate function, use it to compute the grade for Barack. (2 marks)

Distinction	Credit	Pass
70-100	60-69	40-59

QUESTION FIVE (20 MARKS)

- a) Differentiate between margins and footers as used in computer applications. (4 marks)
- b) With the aid of diagrams, illustrate four types of charts as used in Microsoft Excel. (8 marks)
- c) Explain each of the following types used in ICT.
 - i. Browsers (2 marks)
 - ii. Search engine (2 marks)
 - iii. Drop cap (2 marks)
 - iv. Digital marketing (2 marks)