



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY EXAMINATION FOR:**

**BACHELOR OF COMMERCE / BACHELOR OF BUSINESS**

**ADMINISTRATION**

**EIT 4241: COMPUTER APPLICATION FOR BUSINESS**

**END OF SEMESTER EXAMINATION**

**SERIES: APRIL 2016**

**TIME: 2 HOURS**

**DATE:** Pick Date Select Month Pick Year

## **Instructions to Candidates**

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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## **Question ONE**

a). ABC is a company that sells consumer electronics. The company has sales personnel operating in major towns in Kenya. Until now, whenever a sales person wants to make an inquiry about availability of stock or to find the detailed specification of a product, they have to make a telephone call to the head office so that the products can be searched and information relayed over the phone. This causes delays for sales people when they have many responses to deal with. Additionally, the sales people would like to make decisions about the stock items that should be reordered, and also to make projections of anticipated sales from marketing campaigns that they carry out so as to try and meet sales targets while staying within budget. The sales people on the ground would thus like to interact with the head office databases directly and require both software and hardware to enable this. The IT department wants to set up an automated system that will allow sales people to carry out their inquiry and analysis activities. This project will be rolled out to all sales people scattered country wide.

i). You have been asked to recommend the type of hardware and software that could be used in this setup:  
[16 marks]

ii. Suggest two types of information systems or network that could be used to enable the service run effectively.  
[4 Marks]

b). Increased uses of social networking forums such as face book and chat rooms have clear benefits and disadvantages. State two benefits and two limitations of these forums [4 marks]

c). A researcher have been using a laptop for his research work for the last ten years. The laptop has increasingly been getting slow in performance over time. Explain how you would advice on the system performance issues.  
[6marks]

### **Question TWO**

- a) State and explain three types of computer backups. (6 marks)  
b) Highlight any four rules of naming electronic files and folders. (4 marks)  
c) A Business Organization wishes to automate its Office Operations. Explain any three electronic oriented systems that can be used to enhance the communication in an organization. (6 marks)  
d) Highlight four types of paragraph alignment available in ms word. (4 marks)

### **Question THREE**

#### **Question Three (20 marks)**

a). i). Define the term directory [2marks]

b). Briefly explain how files are generally organized in a Windows operating system.  
[2marks]

c) An example of a Universal Resource locator (URL) is <http://www.tum.edu> What do the terms http and www mean?  
[4 marks]

c) What type of application software is required to access the World Wide Web? [2 mark]

d) Using a relevant example, illustrate the benefits of accessing the world-wide web (www) to the student community in a university?  
[4 marks]

e)The formula = K20 + P\$18 was typed in cell L21 and then copied to cell M24 of a spreadsheet. Write the formula as it appears in cell M24.  
[2 marks]

### **Question FOUR**

#### **Question Four (20 marks)**

a) Differentiate between a database and a database management system. [4marks]

b) Describe the general organization of a relational database. [2marks]

c) A client has requested the list of users who have accessed a confidential file. State the type of file that would contain the required information? [2marks]

d) Explain any two text editing features in a word processor [4marks]

e) Discuss any two advantages of a computerised word processor over manual word processor. [4marks]

f) Discuss any two security techniques one can implement to secure data/ database from external alteration. [4marks]

**Question FIVE**

a) Illustrate the functional components of the CPU clear showing the flow of program instructions, flow of control and flow of data signals [8 marks]

b) Give **three** advantages of a computerised database system [3 marks]

c) Discuss any two disadvantages of a computerised database system [4marks]

c) The first column in the table below contains the formulae as stored into the cell F10 of a spreadsheet. Enter the formulae as they would appear when copied to cell M20 of the same spreadsheet. [3marks]

| Formula in F10 | Formula in M20 |
|----------------|----------------|
| = D10*E10      |                |
| = A\$25        |                |
| = \$D\$13      |                |

d) A company wishes to update its current paper-based user documentation to online documentation. Provide advice to the management regarding the benefits to the company of online documentation. [2marks]

