



## MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

P.O. Box 972-60200 Meru - Kenya. Tel: 020-2092048, 020 2069349  
Fax: 020-8027449

---

### University Examinations 2011/2012

FIRST YEAR, FIRST SEMESTER EXAMINATIONS FOR CERTIFICATE/DIPLOMA IN  
BUSINESS ADMINISTRATION

### HDC 0103: COMPUTER APPLICATIONS

**DATE: APRIL 2012**

**TIME: 1½HOURS**

---

**INSTRUCTIONS:** Answer questions *one* and any other *two* questions

---

#### QUESTION ONE – (30 MARKS)

- a) Describe the following terms (7 Marks)
- File
  - Folder
  - Computer
  - Formatting
  - WYSIWYG
  - GUI
  - Word processor
- b) Describe five functions of an operating system. (10 Marks)
- c) Name and briefly describe three ways of arranging windows on the desktop. (3 Marks)
- d) In relation to ways of opening programs. Describe three ways of starting/opening MS-word. (6 Marks)
- e) Name and describe four mouse techniques. (4 Marks)

#### QUESTION TWO (20 MARKS)

- a) Name and describe ten parts (elements) of a windows. (10 Marks)
- b) Differentiate between internet and intranet. (2 Marks)
- c) Name and briefly explain four services of the internet. (8 Marks)

**QUESTION THREE (20 MARKS)**

- a) Briefly describe four main classifications of computers. (8 Marks)
- b) Describe the three parts of the Central processing unit. (6 Marks)
- c) Differentiate between (6 Marks)
  - i. Save and save as
  - ii. Cut and copy
  - iii. Redo and undo

**QUESTION FOUR (20 MARKS)**

- a) Name and describe five major characteristics of computer. (5 Marks)
- b) Highlight three types of operating systems. (3 Marks)
- c) Windows operating system has an outstanding feature known as WIMP, describe WIMP. (4 Marks)
- d) Describe four positive and four negative impact of internet to society. (8 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe the function of the following keyboard shortcuts. (5 Marks)
  - i. ALT+F4
  - ii. CTRL+SHIFT+C
  - iii. CTRL+Enter
  - iv. F1
  - v. Ctrl+<
- b) Highlight six of the most commonly tool bars used in Ms Word/Excel. (6 Marks)
- c) Define four document views on a screen. (4 Marks)
- d) What is the use of the following Windows Desktop Icons? (5 Marks)
  - i. My computer
  - ii. Network Neighbourhood
  - iii. Recycle Bin
  - iv. My documents
  - v. Microsoft Outlook