



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR
CERTIFICATE IN SOCIAL WORK**

CITY CAMPUS - REGULAR

**ACW 0011: INTRODUCTION TO COMPUTER SKILLS AND
APPLICATIONS**

Date: 6th June, 2017

Time: 9.00 - 12.00pm

INSTRUCTIONS:

- Answer **ALL** Questions in Section A and any other **THREE** in section B.



Section A

1. i) Differentiate between “data” and “information”. (2 marks)
- ii) Outline the **THREE** basic types of computer. (3 marks)
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- iii) Describe the basic elements of a computer system. (6 marks)
- iv) Distinguish between the terms “hardware” and “software”. (2 marks)
- v) State the **TWO** main classes of computer software. (2 marks)
- vi) Describe the **TWO** types of data entry. (3 marks)
- vii) Highlight the techniques of using the mouse. (5 marks)
- viii) Differentiate between RAM and ROM. (2 marks)

Section B

2. i) Explain the types of secondary computer storage devices. (6 marks)
- ii) Highlight the advantages and disadvantages of Impact printers. (6 marks)
- iii) Describe the application of WIMP based operating environment. (3 marks)
3. i) Differentiate the **TWO** types of character insertion in Microsoft word. (3 marks)
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- ii) Mention **FIVE** ways of deleting a text in a Microsoft word document. (5 marks)
- iii) Explain **FIVE** functions of an operating system. (7 marks)
4. i) Define the following internet terms:
- a) Internet Service Provider; (1 mark)
 - b) Web Browser; (1 mark)
 - c) Hypertext Markup Language; (1 mark)
 - d) Hypertext; (1 mark)
 - e) Web page; (1 mark)
 - f) World Wide Web; (1 mark)
 - g) Uniform Resource Locator; (1 mark)
- ii) Examine the socio-economic significance of fibre-optic cables. (8 marks)
5. i) Outline the steps followed in loading Microsoft Excel. (2 marks)
- ii) Explain the use of the following parts of Microsoft Excel window:
- a) Title bar; (1 mark)
 - b) Menu bar; (1 mark)
 - c) Formatting bar; (1 mark)
 - d) Reference area/Name box; (1 mark)
 - e) Worksheet; (1 mark)
 - f) Cell; (1 mark)
- iii) Describe the steps followed to create a workbook. (3 marks)
- v) What are the steps followed to save a workbook? (4 marks)

6. i) Explain the meaning of the following basic techniques used for processing information:
- a) Single user; (2 marks)
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- b) Batch processing; (2 marks)
 - c) Online processing; (2 marks)
 - d) Multi-tasking process; (2 marks)
 - e) Time sharing process; (2 marks)
 - f) Real time processing; (2 marks)
- ii) Describe any THREE computer application packages. (3 marks)
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