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**University Examinations 2014/2015**

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

**CIT 3291: COMPUTER APPLICATION FOR BUSINESS**

**DATE: APRIL 2015 TIME: 2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Differentiate the following terms:
2. Alignment and indentation (2 Marks)
3. Work book and worksheet (2 Marks)
4. Portrait and landscape (2 Marks)
5. Formatting and editing (2 Marks)
6. Explain the following types of information system
7. Expert system (3 Marks)
8. Office Automation System (3 Marks)
9. Manufacturing Information Systems (3 Marks)
10. An air reservation company has noted that its revenue is declining due to competition from new entrants in the market. Explain five strategic roles of information system the firm can adopt to increase its revenue (5 Marks)
11. An institution has been advised to upgrade its traditional office to modern electronic office
12. Explain four advantages of electronic office (4 Marks)
13. Explain four types of application software and their roles the computer technician will install in the office computers (4 Marks)

**QUESTION TWO (20 MARKS)**

1. Maji enterprises intend to set up a database to store its customer’s records
2. Define the term database and explain four benefits of database over traditional methods of data storage (5 Marks)
3. The enterprise DBMS is MS Access explain five components of the database

(5 Marks)

1. Janet is a secretary at Meru University. She wants to prepare minutes of the last Senate meeting using word processor program
2. Explain five benefits of word processor over the type writer (5 Marks)
3. Explain to her how she can achieve the following:
4. Print her work in landscape (3 Marks)
5. Save her work in desktop (2 Marks)

**QUESTION THREE (20 MARKS)**

1. Explain four challenges the business face in developing and maintaining information systems (6 Marks)
2. Comparing a computer system and a body system, show the similarities in terms of any three components making up the systems (4 Marks)
3. With the aid of a diagram, discuss how the various types of information systems serve the various levels of management in business (6 Marks)
4. Information systems are used for decision making, discuss any two kinds of reports produced from the following information systems
5. Accounting Information Systems (2 Marks)
6. Human Resources Information Systems (2 Marks)

**QUESTION FOUR (20 MARKS)**

1. The management of Triple M Hardware intends to set up internet connectivity in its premises. They have approached you seeking advice about the impact of internet in business. As an ICT professional prepare a presentation explaining the merits and limitations of internet in business (6 Marks)
2. Distinguish between the following terms:
3. Supply Chain Management and Transaction Processing Systems (2 Marks)
4. Executive Information Systems and Knowledge Management Systems (2 Marks)
5. KK Schools analyze their marks manually. They have been advised to install spreadsheet program that is effective and efficient in marks analysis
6. Explain five advantages of spreadsheet over manual system of data analysis

(5 Marks)

1. Explain the procedure of:
2. Generating a graph from values in worksheet (3 Marks)
3. Merging cells in a worksheet (2 Marks)

**QUESTION FIVE (20 MARKS)**

1. The Kenyan Government wants Matatu Sacco Societies to computerize their fare collection system but it has faced a lot of resistance from the stakeholders. As an ICT professional advice the Sacco Societies on any three benefits of computerizing this functional area

(6 Marks)

1. Explain the following emerging ICT technologies and how the business can adopt them to their advantages
2. Smart phones (4 Marks)
3. Social media (4 Marks)
4. Using well labeled diagram, show how you would analyze the need for information systems in your organization. You may use hierarchical organizational structure (6 Marks)