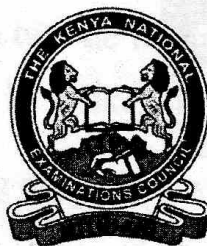2920/102A
COMPUTER APPLICATIONS I (THEORY)
Paper 1
July 2020
Time: 2 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE I

COMPUTER APPLICATIONS I (THEORY)
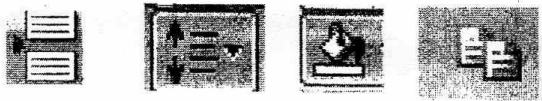
Paper 1

2 hours

INSTRUCTIONS TO THE CANDIDATE

This paper consists of SIX questions.
Answer any FOUR questions in the answer booklet provided.
Candidates to answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the
pages are printed as indicated and that no questions are missing.

Turn over

1. (a) Outline the function of the *group* feature as applied in desktop publishing applications.

(1 mark)

(b) Figure 1 shows features on a word processing application toolbar. Use it to answer the question that follows.

(i)   (ii)   (iii)   (iv)

Figure 1

Outline the function of each of the features labelled (i), (ii), (iii) and (iv).   (4 marks)

(c) Jackis Company has adopted the use of *open source software* to support its operations. Explain **three** advantages of using this software to the company.   (6 marks)

(d) Differentiate between *external commands* and *internal commands* as used in disk operating systems (DOS).   (4 marks)

2. (a) Outline **four** elements that could be displayed on the *status bar* of a word processing application window.   (4 marks)

(b) Describe each of the following features of a word processing application:

(i)   mail merge;

(ii)   text wrapping.   (4 marks)

(c) Samson typed text that did not fit in a worksheet cell in a spreadsheet application. Outline **three** text control options that he could apply in order to have the text fit in the cell.

(3 marks)

(d) Explain **two** circumstances that would necessitate the use of templates while creating slides in a presentation program.   (4 marks)

3. (a) State the function of a *line chart* in spreadsheet applications.   (1 mark)

(b) Differentiate between *handout master* and *slide master* as applied in presentation programs.

(4 marks)

(c) Explain an appropriate feature that would be used to perform each of the following tasks in a spreadsheet program.

(i)   Make the column titles visible when scrolling through the worksheet vertically.

(ii)   Print the worksheet with heading titles on every page.   (4 marks)

(d) Zippy enabled layout guides on a document created using a desktop publishing program. Explain **three such** guides she could have enabled.   (6 marks)

4. (a) Outline **two** functions of *forms* in a database file.   (2 marks)

(b) Outline **four** reasons why organizations prefer the use of *electronic mail* for communication.   (2 marks)

(c) Job intends to use the following *fields* to design tables in order to manage lecturer details in a database.

LecturerID, lecturerName, Passport size photo, Phone number, course allocated, Hours per unit, Gender, Salary.

    (i)   State an appropriate data type he would assign to each of the fields.   (4 marks)

    (ii)   State **six** field properties he is likely to set on the data type for *lecturerName*.

                                                          (3 marks)

(d) Anthony inserted the following object in a word processing document.

                             [   ]

Identify **four** formats which he could apply on the border.   (4 marks)

5.   (a)   State **two** types of operating systems classified based on each of the following criteria:

        (i)   number of users;

        (ii)   type of processing they perform.   (2 marks)

    (b)   Pulps Company intends to select an *internet service provider* for its internet connectivity. Outline **three** factors that they should consider during the selection.   (3 marks)

    (c)   Johan Company has installed the *videoconferencing facilities* within its premises. Explain **two** benefits of using this facility to the company.   (4 marks)

    (d)   Explain the cause of each of the following errors in a worksheet cell of a spreadsheet:

        (i)   #N/A

        (ii)   #NULL!

        (iii) #VALUE!   (6 marks)

6.   (a)   Explain **one** function of the *slide sorter view* in a presentation Program.   (2 marks)

    (b)   Differentiate between *web browser* and *search engine* as applied in Internet applications.

                                                          (4 marks)

    (c)   A certain school has opted to use electronic database approach to manage their records. Explain **three** benefits they would derive from the use of this approach.   (6 marks)

    (d)   Susan used the *order feature* to manage the view of overwrapping objects in a desktop publishing program. Outline **three** options of this feature that she could apply.   (3 marks)

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