

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 - CURRENCY

- (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. Windows (2 marks)

- (b) Pulp 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 *overlapping objects* in a desktop publishing program. Outline **three** options of this feature that she could apply. (3 marks)

- 1) Clipping
- 2) Restoring
- 3)

THIS IS THE LAST PRINTED PAGE.

Collection of W-P