

1. ✓
- (a) Outline **two** input devices used to key in data in a computer. (2 marks)
  - (b) Explain **three** positive impact of ICT in the society. (6 marks)
  - (c) Outline **three** differences between *buying* and *outsourcing* methods of software acquisition. (6 marks)
  - (d) Afya Hospital has networked computers in all its operational departments. Explain **three** benefits the hospital could accrue from this. (6 marks)
- 2.
- (a) Outline **two** disadvantages of a wireless mouse as a computer input device. (2 marks)
  - (b) Explain **three** uses of computers in the banking industry. (6 marks)
  - (c) A lecturer taught students time management during an ICT lesson. Explain **three** ways of managing time that could have been mentioned. (6 marks)
  - (d) Viktech Ltd has been undertaking unsuccessful social responsibility programmes. Explain **three** causes of this. (6 marks)
- 3.
- (a) Outline **four** disadvantages of a *star network topology*. (4 marks)
  - (b) Describe each of the following utility programs: (4 marks)
    - (i) compressor;
    - (ii) defragmenter.
  - (c) Daptech Ltd uses *preventive approach* to manage employee conflicts. Explain **three** benefits of this approach. (6 marks)
  - (d) Elimu Technical Institute recruited a system analyst. Explain **three** roles the new personnel would be expected to take up. (6 marks)
- 4.
- (a) Describe each of the following as used in Information Communication Technology and Ethics: (4 marks)
    - (i) software piracy;
    - (ii) unauthorised access.
  - (b) Alisia Company Limited has developed an ICT policy. Explain **three** items that could have been included. (6 marks)
  - (c) Explain **three** circumstances that could make a computer user prefer a plotter over a printer. (6 marks)
  - (d) Distinguish between *DVD* and *CD* as computer secondary storage devices. (4 marks)
- 5.
- (a)
    - (i) Explain each of the following terms as used in conflict management:
      - (I) avoid;
      - (II) compromise. (4 marks)
    - (ii) Distinguish between *interpersonal* and *intrapersonal* conflicts. (4 marks)
  - (b) Explain **one** importance of *stress management skills* to a college student. (2 marks)

- (c) Figure 1 shows a computer component. Use it to answer the questions that follow:



Figure 1

- (i) Identify the component; (1 mark)
- (ii) Outline **three** functions of the component. (3 marks)
- (d) A computer laboratory for Jitegeme Institute was modified to include footrests. Explain **three** benefits of this modification. (6 marks)
6. (a) Outline **four** features of a supercomputer. (4 marks)
- (b) Ziada Ltd's management has acquired computers for their processes. Explain **two** benefits the company could accrue from this. (4 marks)
- (c) Maxtech Electronics uses cloud computing technology. Explain **three** advantages of this technology to the company. (6 marks)
- (d) Jane, a manager at an ICT firm, has good people skills. Explain **three** such skills. (6 marks)
7. (a) Outline **four** measures that could be put in place to control unethical behaviour in an organisation. (4 marks)
- (b) Explain **three** circumstances that could make a computer user prefer a non impact printer. (6 marks)
- (c) Figure 2 shows two computer hardware devices. Use it to answer the questions that follow:

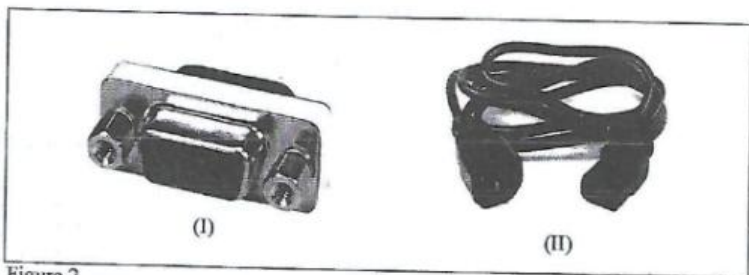


Figure 2

- (i) Identify each of the devices. (2 marks)
- (ii) Explain the purpose of each of the devices. (4 marks)
- (d) Kantech Company carried out a social responsibility activity in their neighbourhood. Explain **two** importance of this activity to the company. (4 marks)

8. (a) Outline **four** advantages of a flash disk as a computer storage device. (4 marks)
- (b) A company intends to acquire new computer hardware. Explain **three** factors that should be considered during acquisition. (6 marks)
- (c) Outline **two** differences between a *bridge* and a *router* as used in computers networking. (4 marks)
- (d) Ann, a secretary at Masomo Technical Institute, has been experiencing wrist pains due to prolonged use of the computer. Explain **three** precautions that she could take to minimise the pain. (6 marks)