1. (a) (i) Outline **three** uses of ICT in a hospital. (3 marks)

    (ii) A student has opted to use a word processor application to create his project. State **two** examples of such software. (2 marks)

  (b) With the aid of a diagram, describe the following network topologies:

    (i) ring topology;

    (ii) star topology. (6 marks)

  (c) Outline **three** types of buses used in the design of a computer. (3 marks)

  (d) Peter a student has been suffering from a low self-esteem. Explain **three** ways that can help him overcome this. (6 marks)

2. (a) Outline **two** disadvantages of a keyboard as an input device. (2 marks)

  (b) Explain **three** negative impacts of ICT in a society. (6 marks)

  (c) The management of Santech Company intends to acquire software for the organisation. Explain **three** acquisition methods they could consider. (6 marks)

  (d) The management of Albano Company intends to use *reactive approach* to manage conflicts among its employees. Explain **three** benefits of this approach. (6 marks)

3. (a) (i) Outline **two** utility programs that could be used in a computer. (2 marks)

    (ii) An institute is in the process of establishing a computer laboratory. Explain **two** physical security measures they could adopt. (4 marks)

  (b) Outline **four** circumstances that could lead to a successful social responsibility activity in an organisation. (4 marks)

  (c) Masamo Mengi Technical Institute has connected computers in all the departments to a Local Area Network. Explain **three** benefits of this move to the institute. (6 marks)

  (d) Differentiate between a *system designer* and a *system analyst* in computers. (4 marks)

4. (a) (i) Outline **four** measures for controlling unethical behaviour in ICT. (4 marks)

    (ii) During a computer software lesson, a lecturer taught about the functions operating system. Outline **two** such functions that the lecturer could have mentioned. (2 marks)

  (b) Kensha Company limited conducted a staff training of the "sources of ICT legislation". Explain **three** sources that could have been mentioned in the training. (6 marks)

  (c) Explain the function of each of the following terms as used in computers:

    (i) control unit;

    (ii) arithmetic logic unit. (4 marks)

  (d) State **two** differences between an *impact* and a *non-impact* printer as used in computers. (4 marks)

5. (a) Lillian, a programmer has developed software. Explain **three** benefits she will get from copyrighting her work. (6 marks)

   (b) (i) Explain **one** reason for *time management* skill to a college student. (2 marks)

       (ii) Explain the following terms as used in conflict management:

            (I) smoothing;

            (II) collaborating. (4 marks)

   (c) Distinguish between *install* and *configure* as used in computer software. (4 marks)

   (d) The Management of Kwetu Company has been facing ethical challenges in ICT. Explain **two** types of such challenges that the company could have faced. (4 marks)

6. (a) (i) Outline **two** characteristics of fourth generation computers. (2 marks)

       (ii) Ziada Company Management has been handling many domestic conflict issues among the workers. Explain **three** causes of such conflicts. (6 marks)

   (b) Figure 1 shows three computer hardware devices. Use it to answer the question that follows

Figure 1

Describe each of the devices. (6 marks)

   (c) Mary, a counsellor has been invited by Kwao Technical institute to give a lecture on ways of managing emotions. Explain **two** approaches she would mention. (4 marks)

   (d) An architect designed a house plan for a client.

       (i) State the most suitable output device that would be used.

       (ii) Give a reason for your answer in (i). (2 marks)

7. (a) Outline **four** challenges of using computers in a working environment. (4 marks)

   (b) Explain **three** reasons that could make a student prefer a laptop computer over a desktop computer. (6 marks)

   (c) State **two** differences between *supercomputer* and *mainframe* computers. (4 marks)

   (d) There has been an increase in the use of smart phones by students. Explain **three** ways in which these devices can be used in the learning. (6 marks)

8. (a) Outline **two** benefits that can arise when an organisation adopts a policy of social responsibility to each of the following: (4 marks)

       (i) organisation itself;

       (ii) community around it.

   (b) Explain **three** functions of an Uninterruptible Power Supply as used in computers. (6 marks)

   (c) Kintech Company is in the process of implementing a company's data protection act. Explain **two** benefits the company will accrue from implementing this move. (4 marks)

   (d) A computer user in a college has been experiencing eye strains as a result of using a computer. Explain **three** precautions that the user could take to prevent this occurrence. (6 marks)