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**University Examinations 2015/2016**

SECOND YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF COMMERCE

**CIT 3291: COMPUTER APPLICATIONS FOR BUSINESS**

**DATE: NOVEMBER, 2015 TIME: HOURS**

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

**QUESTION ONE – (30 MARKS)**

1. (i) Describe the characteristics of transaction processing systems (TPS) and role they play in a business **(**3Marks**)**.

(ii) Describe the characteristics of management information systems (MIS), decision support systems (DSS), and executive support systems (ESS) and explain how each type of system helps managers make decisions. (9Marks)

1. Giving examples, explain two broad classification of software.     (6 Marks)
2. Briefly distinguish between the following  terms as used in spreadsheets:

(i)   Worksheet and workbook (2 Marks)

(ii)   Sort and filter    (2 Marks)

1. Explain **EIGHT** applications of computers in different areas of Business (8 Marks)

**QUESTION TWO (20 MARKS)**

1. A data entry clerk intends to create database that will be used to store the following staff details in **BComs Co. Ltd.:** Personal Identification Number, job group, name, designation, date of birth, basic salary amount.
   1. Describe procedure for designing a table that would be used to capture these details. (4 Marks)
   2. Suggest the most appropriate data types for each field. (3 Marks)
2. Explain the meaning of the following terms as used in internet technologies: (3mks)
   1. Browser (1Mark)
   2. URL  (1Mark)
   3. Website (1 Mark)
3. By use of example explain the functions of Human resource management system (HRIS) in an organization ( 7 Marks)

**QUESTION THREE (20 MARKS)**

1. How do systems that link the enterprise improve organizational performance? (2 Marks)
2. Explain how enterprise applications improve organizational performance. (3 Marks)
3. Define supply chain management systems, customer relationship management systems, and knowledge management systems and describe their business benefits. (9 Marks)
4. Explain how intranets and extranets help firms improve business performance. (4 Marks)
5. General applications   software needs to be customized in order to suit the needs of an organization.  Explain the meaning  of customization  (2 Marks)

**QUESTION FOUR (20 MARKS)**

1. If cells in spreadsheet worksheet have the following values (sales in Kshs): (A1=900, A2=600, A3=800, A4=500, A5=750). Give the functions that would:
2. Compute the average value and total figure                (4 Marks)
3. Compute the sum of values that are above 700.  (2 Marks)
4. Get the remarks in the range B1:B5. If total sales in the range A1:A5 are higher than 700, the remark will be “PROFIT” or else “LOSS”.  (2 Marks)
5. Explain the meaning of the following terms as used in power point presentations.
6. Slide transition (2 Marks)
7. Slide design (2 Marks)
8. Slide show (2 Marks)
9. Slide master (2 Marks)
10. Define a database management system (DBMS), describe how it works, and explain how it benefit organizations. (4 Marks)

**QUESTION FIVE (20 MARKS)**

1. Kagendo has been appointed as a new health consultant.  She has been asked to present a paper on the role of information technology in Business.  She has approached you to assist in formulating a word document especially inserting table of content.  Describe to her the step involved in inserting table of contents. (5 Marks)
2. Explain the **TWO** ways that word processing can be utilized in business. (2 Marks)
3. Discuss  the main reasons why there is an   increase of the  investments and use of computer applications especially by the Small and Medium sized Enterprises SME’s    (8 Marks)
4. (i) Explain **FOUR** uses of presentation software in a business. (4 Marks)

(ii) Give **TWO** examples of presentation software that can used in a business (1Mark)