KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 8th August, 2024
Time: 8.30am –10.30am

KCS 2114 COMPUTER APPLICATIONS LITERACY

INSTRUCTIONS TO CANDIDATES

ANSWER **QUESTION ONE (COMPULSORY)** AND **ANY OTHER TWO** QUESTIONS
BEFORE ANSWERING ANY QUESTION, CREATE A FOLDER ON THE DESK TOP BEARING
YOUR ADMISSION NUMBER

QUESTION ONE (30 MARKS)

a) Open a new workbook and call it PRACT 1. In it enter the following data in a sheet1. **(4 marks)**

NAME	GENDER	CAT01	CAT 02	CAT 03	CAT 04	CAT05
Jones	F	12	26	10	30	25
Anderson	M	30	21	30	10	30
Williams	M	21	30	21	10	25
Jeanson	F	30	12	9	11	24
George	M	25	9	16	13	26
Wilson	M	15	4	18	16	28
Smith	M	14	4	17	15	27
Betty	F	25	15	10	23	16
Gloria	F	26	12	13	01	25

  i.   Using Functions get the total and average for each student.   **(4 marks)**
  ii.   Using appropriate titles calculate the average, maximum and minimum in each CAT.
                                                                              (3 marks)
  iii. Insert a row above row 1 and insert the title EXAMS ANALYSIS 2024.
                                                                              (2 marks)
  iv.   Format all the numbers into 1 Decimal place.   **(2 marks)**
  v.   Using the IF Function give the remark "GOOD WORK" if the average is greater than 26
        otherwise "CAN DO BETTER".   **(3 marks)**
  vi.   Using a function count all male students and put it in Cell A23.   **(1 mark)**
  vii. In the first column apply the following formatting: BOLD, ITALICS.   **(1 mark)**

b) You work with Landmark Supplies as an IT Consultant. The manager has given you the following details about the customers.

  i. Create a database to accommodate the details and call it 'Cust-SUP TBL'.
  (3 marks)

  ii. Design the following tables (Customer TBL' & Supply TBL) with the appropriate field properties and names. (Do not enter the data yet)
  (3marks)

CUSTOMER DETAILS TABLE

CustName	CustId	CustAddress	CustTel
Ben Kimani	1	6456 Nbi	0735764532
Linner Serem	2	6342 Nyeri	0721345690
Roy Hopkins	3	8935 Ksm	0720674532
Harriet Slim Patel	4	5463 Msa	0733564321
Ahmed Yusuf	5	8345 Kco	05243765

SUPPLY DETAILS TABLE

CustId	ItemName	ItemNo	SupplyDate	ItemQty
1	Fridges	10	2/6/2024	50
2	Laptops	12	5/6/2024	80
3	Televisions	15	7/6/2024	150
4	Gas Cookers	17	3/6/2024	200
5	Radios	19	10/6/2024	60

  iii. Create a relationship between the two tables above.
  (4 marks)

  iv. Create a single form (Main with sub-form) from the tables above and enter the details.
  (4 marks)

  v. Create a query which will display the CustId, CustName, ItemName and ItemQty.
  (3 marks)

  vi. Create a report based on question (e) above
  (3 marks)

QUESTION TWO (15 MARKS)

Complete the following steps related to the development of a Microsoft Publisher brochure.

a) Launch Microsoft Publisher. **(1 mark)**
b) Select the brochure layout entitled "Borders" (the tri-fold layout. **(3 marks)**
c) Change the font face in a heading and a textbook to Calibri and Cambria font respectively.
(2marks)
d) Locate a graphic on the WWW, download it, and place it in your document or any clip art.
(2marks)
e) Turn off the hyphenation feature for the text boxes of your document (Hint search the help file for this feature). **(2marks)**
f) Change the color scheme. **(2marks)**
g) Add a clip art image. **(1mark)**
h) Make any change of your choice (colors, lines, text, etc.) and list the change here:
(2marks)

QUESTION THREE (15 MARKS)

a) Using your MS Word knowledge, produce the document below and save it as *directory* in your folder.

ABOUT THE DIRECTORY

GENERAL

The Official Yellow Pages are published by **Kenya Postal Directories Ltd,** which is a registered company in Kenya. The name "**Yellow Pages**", the **"Walking fingers"** logo, and this directory are registered by Kenya Postel Directories Ltd.

This directory is published every year in the month of December. Customers are advised that the particulars may be incorrect at the time they receive the directory, due to the ever changing nature of customers contact details. KENYA POSTEL DIRECTORIES LTD and / or TELKOM KENYA LIMITED will not be held liable for the consequences of any advertisement publication or listing in so for as the same affect the rights of the advertiser or any third party.

All entries relating to change of customer contact details should be addressed to the
Telephone Sales, Telkom Kenya Entries in the Directory
One free entry in respect to the name, Physical address, and telephone numbers will be made for every Business Customer. Residential customers will be listed with their names and telephone numbers. Other entries may be made on payment of the relevant fees.

For more details please contact
Marketing Department, Kenya Postel Directories Ltd Telephone 226263 Fax 213526
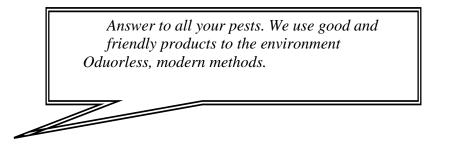Email: infor@yellowpageskenya.com Website: http://www.yellowpageskenya.com

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(8 Marks)

b) Create the document below and save it as *agrichemicals ltd* in your f.

Eastern control and agri chemicals LTD

Specialists in termites, pre-site treatment cockroaches, Bats, Rodents, Woodworm Fumigation services for grain storage

26 Years of experience in quaranteed service

- ✓ **Nomu 1** paste for moles
- ✓ **Nomite ANT KILLER** for termite or white ants
- ✓ **Nobat** for bats, Bkack quick cat for rats
- ✓ **NOMITE WOOD** preservative for timber treatment

Answer to all your pests. We use good and friendly products to the environment Oduorless, modern methods.

(7 Marks)

QUESTION FOUR (15 MARKS)

Service Delivery

Organizations are working hard to distinguish themselves by striving to offer satisfactory services to their clients promptly and timely. According to, Salihu and Khalil (2011) service delivery is a bundle of things offered to enhance value or utility to customers. Further, Chen and Tsou (2012) describe service delivery as the undertaking of public activities meant to benefit and meet the needs of the citizenry.

Leadership

Globally Top leadership need to properly deploy competitive corporate IT strategy and guide other employees on how to embrace it for excellent customized outcomes Informed implementation of corporate IT strategy need to involve and accept the role of IT governance at middle level leadership for impressive administrative results Organizational circuit requires a well-interrelated and inseparable information quality for informed information sharing and decisions

Technology strategy

Corporate IT strategy is a tool of creating value and governing ideas that allow managers to identify opportunities by the use of IT to support organizational processes .Top management need to be equipped with IT knowledge and skills to enable them understand the role of IT strategy. An effective corporate IT strategy lenders top management and middle level managers and employees a platform to clearly deliberate on emerging organizational issues with ease

a) **Use Title and Text Presentation Structure and create six slides** **(6 Marks)**
   i. Develop a presentation with a clear structure, including an introduction, main points, and conclusion.
   ii. Utilize appropriate slide layouts for consistency.
b) **Multimedia Integration** **(5 Marks)**
   i. Embed multimedia elements (e.g., images, videos) into slides.
   ii. Ensure that multimedia elements enhance the overall presentation.
c) **Slide Transitions and Animations** **(4 Marks)**
   i. Apply slide transitions between different sections of the presentation.
   ii. Use animations to emphasize key points during the presentation.

QUESTION FIVE (15 MARKS)

a) Create a new database named KWUST. **(3 marks)**
b) In it create the following tables and save them as STUDENTS &FE Details after assigning a primary key. **(6 marks)**

STUDENTS DETAILS

RNo	Student Name	Age	Course	Address	Phone	Town
1	Joy Songok	20	ICT	5647	07215653	Nairobi
2	lesh Wambui	21	ICT	786	07204532	Kericho
3	Norah Irungu	22	ICT	234	07256545	Kajiado
4	Maggie Machua	22	HR	678	0206543	Nairobi
5	Joan Kibet	22	ICT	654	07234543	Nakuru
6	Harriet Kasyoki	23	HR	987	05267543	Kakamega
7	Becky Atieno	23	BA	453	564326	Kisumu
8	Geofrey	21	COMPUTER	221	112	Kisumu
9	Mary	22	COMPUTER	453	123214	Nakuru
10	John	23	COMPUTER	1245	142536	Kakamega
11	Harriet	23	BA	1425	5654	Kisumu

FEES PAYMENTS DETAILS

RNo	Required fee	INST1	INST2	INST3	INST4
1	150000	2000	5000	2500	3400
2	180000	25000	26550	50050	2500
3	180000	45200	3000	30000	4500
4	180000	15109	40254	25000	1500
5	150000	26000	5000	9025	2600
6	180000	37155	600	10500	3700
7	180000	2800	7588	11200	2800
8	150000	3100	8000	3000	3100
9	150000	2200	950	56000	2200
10	150000	3500	10000	2500	3500
11	180000	25500	11000	3000	2500

c)   Create the following queries:
     i.   A query that will pick the following attributes: RNO and AGE. Save it as AGES.

(3 marks)
     ii.   Create a query which will display the Course, Address, Phone, Town and Required Fee.

(3 marks)