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

Date: 9th April, 2024
Time: 11.30am –1.30pm

KCS 114 - COMPUTER APPLICATIONS LITERACY

INSTRUCTIONS TO CANDIDATES

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

QUESTION ONE COMPULSORY   MS WORD (30 MARKS)

a)   Type the following document as it is including the enhancements shown and inserts a page cover called Conservative type the title as Information Technology, SUB TITLE AS IT Governance and date of today.

Information Technology Governance

Many organizations have integrated ITG in their overall management cadres and activities to achieve their strategic goals and objectives. The intensified use of IT in management processes requires clear guidelines in the use, implementation enforcement, monitoring and evaluation of ITG frameworks for quality outputs (Blitstein & Ron, 2012). This is because ITG largely contributes to improved decision-making processes on IT performance, risk management, strategic value creation and performance (Ali & Green

1.1 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.   (6 Marks)

i)   Apply the following formats to the headings "INFORMATION TECHNOLOGY GOVERNANCE.

Capitalization	-	Uppercase
Alignment	-	Center
Appearance	-	Bold
Font	-	TIMES NEW ROMAN
Size	-	16 (5 Marks

ii)   Apply bold, italic and underlines as in the heading and sub heading parts of the document.

(2 Marks)

iii)   Create presentation for the subtopic "SERVICE DELIVERY" and it is content and Apply the following formats

          Font   -   Calibri (Body)
          Size   -   '14'

(2 Marks)

b)   Create the following spreadsheet:

Dates	Postage	Coffee/Tea	Cleaning	Stationery
January	13.5	11	14	15.75
	7.65	2.5	14	17.38
	19.38	3.45	14	20.75
	9.23	4.15	17	9.5
	11.68	2.17	17	12.45

(2 Marks)

i)   Copy the date series down the first column.

(4 Marks)

ii)   Add a new row Totals and enter a formula to calculate total costs for all items.

(4 Marks)

iii)   Adjust column widths and format the column headings to bold, font size 14, and format all numerical data to currency.   (3 Marks)

iv)   Save as 'Office' in an Excel 97-2003 formatted workbook.

(2 Marks)

QUESTION TWO (20 MARKS)

a)   Create the following spreadsheet, ensuring all data is fully displayed and save the file as Shares:

Shareholders					
Months	Bell's Shares	Harry's Shares	Sam's Shares	Jim's Shares	Ann's Shares
Jan	2.4	12.6	22	0.5	18
	3.7	13.2	14.6	0.96	16.5
	1.6	7.9	18	1.3	17
	0.75	5.6	30.3	4.1	17.8
	4.9	14.1	31.7	3.7	16.4
Total					
Average					

(6 Marks)

b)   Fill in the Month series down the first column   (2 Marks)

c)   Calculate total shares for all the shareholders.   (5Marks)

d)   Format all numerical entries to currency and two decimal places.   (2 Marks)

e)   Work out all the averages and format the Average row as currency and one decimal point .

(5 Marks)

QUESTION THREE (20 MARKS)

a) Create a new presentation with title and content layout.

(1 Mark)

b) Type EMPIRICAL GAPS in the title placeholder.

(2 Marks)

c) Create a table with 3 columns and 3 rows and complete the table as follows:

Author/Year	Focus	Findings
Peppard et al., (2014)	Information systems strategy, *Journal of Strategic Information Systems*, 23(1), 1-10.	Information technology support organizational efficiency
Lee & Yang, (2013)	The Adoption of electronic technologies to help distinguish between e-services and communication technologies, *American Review of Public Administration*, 44(1)75-91.	The use of new user friendly technologies & motivated employees improve service delivery.

(5 Marks)

d) Modify the height of all the rows to 1.5 cm.

(1 Mark).

e) Add a new row above the *Lee & Yang (2013* and add the following information:

De Haes &Van Grembergen (2013)	How to improve enterprise governance	ITG supports decision on IT value delivery

(3Marks)

f) Insert a new slide with a title and content layout and (1Marks).

g) Enter State Corporations Categories as the title of the slide (1Marks).

h) In the bulleted list placeholder, enter the following information:
State Corporations Categories

- Financial
- Public Universities
- Commercial & Manufacturing
- Training and Research
- Service Corporations
- Regulatory
- Tertiary Education & Training
- Regional Development

(4 Marks)

i) Save the presentation

(2 Marks)

QUESTION FOUR (20 MARKS)

a) Create a database, on the desktop and name it "School Database"

(2Marks)

b) Create a Table in the School Database with the following:

Field Name	Data Type	Field Size or Format
ID Number	Text	10
Name	Text	15
Surname	Text	15
Telephone Number	Number	Long Integer
Date of Birth	Date/Time	Medium Date
Stipend	Currency	Currency
Foreigner	Yes/No	Yes/No

(4 Marks)

c) Make the "ID Number" Field as the Primary Key.   (2 Marks).

d) Save the table as "Student's Table"

(2 Marks)

e) Return to the main Access window, Open the "Students Table" and enter 8 complete records of your colleagues capturing all field names and data types.

(4 Marks).

f) Move the Date of Birth and Telephone Number fields so that the Date of Birth field is now directly after the Surname field.   (2 Marks).

g) Create a query showing only the Student's Name, Student's Surname and Student's Date of birth

(2 Marks).

h) Create another query showing all fields of those students born after 2001.

(2 Marks)

QUESTION FIVE (20 MARKS)

a) Open your word processing application and type the following letter on a new blank page and save the letter as **Course Letter.**

Ngong' Road 5th Street
Doctor's Plaza
Nairobi

Dear Participant

As you may be aware we have been running a variety of courses at the college ranging from 1 week to 12 weeks. We are now happy to inform you that we are introducing a number of 2-day courses, which will be held both at weekends and mid-week to suit the varying needs of potential students.

Please find enclosed an application form and a program schedule. We look forward to your participation.

Yours truly,
Dr. Morgan
Course Director

(3 Marks)

b) Open a new blank document and create the table below and Save the file as Course Participant Data

TITLE	FIRST_NAME	SURNAME	ADDRESS_1	ADDRESS_2	CITY
Mrs	Mary	Collins	10 Bally Rd	Bondi	Sydney
Mr	Tom	Thompson	15 Bondi Rd	Coogee	Sydney
Ms	Roberta	Reynolds	85 Oxford Street	Maroubra	Sydney
Mr	Scott	Brooke	45 Scott Rd	Randwick	Sydney
Ms	George	Stephens	34 George Street	Bondi	Sydney
Mr	Frank	Hunter	23 Mullins Rd	Tamworth	NSW
Mrs	Shiela	Goddins	45 Llandaff Rd	Rushcutters Bay	Sydney

(6 Marks)

c) Using the current document Course Letter as a form letter and the Course Participants Data as the data source merge the two documents and insert the merged fields Title, First Name, Surname, Address and City fields above *Dear Participant* in the letter, as shown below.

<<Title>> <<First_Name>> <<Surname>>

<<Address_1>>

<<Address_2>>

<<City>>

Dear Participant

(6 Marks)

d) Save the mail merge document as Course2024 .

(2   Marks)

e) Save and close all open documents.

(2 Marks)