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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 103- ICT & ETHICS**

Date: 1<sup>ST</sup> AUGUST 2022  
Time: 8:30AM – 10:30AM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Distinguish the following terms as used in computing context.
- i) User (2 Marks)
  - ii) Information (2 Marks)
  - iii) Processing (2 Marks)
- b) Identify **three** uses of computers in business. (6 Marks)
- c) List **six** input devices used with computer systems. (6 Marks)
- d) Describe **three** network topologies. (6 Marks)
- e) Describe the **two** major categories of computer softwares. (6 Marks)

**QUESTION TWO (20 MARKS)**

- a) Distinguish between a desktop computer and a laptop computer. (8 Marks)
- b) Differentiate between general purpose computers and special purpose computers. (6 Marks)
- c) Identify **six** symptoms of a computer infected with malware. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Discuss five output devices used with computer systems. (10 Marks)
- b) With the aid of a well labeled diagram, discuss the following network topologies;
- i) Bus topology (5 Marks)
  - ii) Mesh topology (5 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss two emerging trends in computing. (10 Marks)
- b) Explain any five commandments of computer use. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss five major characteristics of a computer system. (10 Marks)
- b) Explain five qualities of a good software. (10 Marks)