1A:

The diagram below shows the advantage of multi-tasking in terms of CPU utilization. The diagram shows the CPU scheduling algorithm switching between processes so that the CPU is not idle. Therefore, allowing for more efficient usage of the CPU. This provides users with a fast response time since they do not have to wait on other processes.

1B:

To increase the CPU utilization, we can ensure to employ multiprogramming. This allows several jobs to be in memory at the same time, so that the CPU always has a job to execute. We can also break a large process into smaller ones so that the CPU can handle the smaller processes instead of waiting for the I/O functions to respond.