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OFFICE ADMINISTRATION LEVEL 5

BUS/OS/OA/CC/02/5/A

DEMONSTRATE ICT SKILLS

Nov/Dec 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has **THREE** sections **A, B** and **C**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of Seven (7) printed pages

**Candidates should check the question paper to ascertain that all pages are
printed as indicated and that no questions are missing**

SECTION A (20 MARKS)

In this section, each question carries one (1) mark. Attempt all the questions in this section.

Choose the correct answer and write it in the answer booklet provided

1. _____ is a family of graphical user interface-based operating systems developed by Microsoft and it is the one of the most widely used in the world and is known for its user-friendly interface and compatibility with a wide range of software and hardware.
 - A. Microsoft Word
 - B. Photoshop
 - C. Windows Operating System
 - D. Google Chrome
2. Which type of computer memory is non-volatile and retains data even when power is lost?
 - A. RAM (Random Access Memory)
 - B. ROM (Read-Only Memory)
 - C. Cache memory
 - D. Virtual memory
3. An operating system is a fundamental piece of system software that serves as the intermediary between computer hardware and user applications. Identify an example of an operating system.
 - A. Microsoft Office
 - B. Adobe Photoshop
 - C. Windows 10
 - D. Google Chrome
4. _____ is a critical component of a computer system that serves as the brain of a computer and performs various functions that are essential for the system operations.
 - A. Central Processing Unit
 - B. Computer Processing Unit
 - C. Central Power Unit
 - D. Computer Power Unit
5. John is a college student working on a research project and he has been tasked with finding relevant online resources. He knows that understanding URLs is crucial for navigating the web effectively. What does the acronym “URL” stand for?
 - A. Universal Registration Locator
 - B. Unified Resource Locator

- C. User Registration Locator
 - D. Uniform Resource Locator
6. _____ is a network topology where each device is connected to a central hub?
- A. Bus topology
 - B. Ring topology
 - C. Star topology
 - D. Mesh topology
7. Mrs. Anderson has set up a fun and interactive lesson to introduce her students to input devices. She gathers her class in the computer lab and explains the concept of input devices. Which of the following is an input device?
- A. Printer
 - B. Keyboard
 - C. Speaker
 - D. Monitor
8. John is the owner of a small bakery. He recognizes the importance of ICT in improving his business operations. What does the acronym “ICT” stand for?
- A. Internet and Computer Technology
 - B. Intelligent Computing Techniques
 - C. International Computing Technology
 - D. Information and Communication Technology
9. Which of the following file formats is commonly used for images with transparent backgrounds?
- A. JPEG
 - B. GIF
 - C. PNG
 - D. TIFF
10. David is a project manager responsible for overseeing various advertising campaigns. He relies on spreadsheet software to plan his tasks. Identify the primary function of spreadsheet program?
- A. Data analysis and calculations
 - B. Word processing
 - C. Graphic design
 - D. Web browsing

11. _____ is an example of a Desktop publisher (DTP)?
- A. Windows
 - B. Android
 - C. Adobe PageMaker
 - D. Microsoft PowerPoint
12. Computers have tremendous advantages to an officer when carrying out daily duties. Which one of the following is a disadvantage of a computer?
- A. Reduced cost for online ventures
 - B. This leads to job loss
 - C. Accuracy
 - D. High speed
13. During one of the routine scans, the antivirus software detects a potential harmful file. What is the purpose of antivirus software?
- A. To create backups of files
 - B. To manage computer memory
 - C. To enhance internet connectivity
 - D. To protect against malware and viruses
14. Salome relies on her web browser for discovering and purchasing products from various e-commerce websites. Identify an example of a web browser.
- A. Microsoft word
 - B. Photoshop
 - C. Google Chrome
 - D. VLC media player
15. Lisa ensures that all finance team members receive training on the new software this includes understanding its features, data input, report generation, and troubleshooting. Indicate the correct definition of computer software.
- A. Information processing machine
 - B. Physical and tangible parts of a computer system
 - C. Programs and instructions that control how the computer functions.
 - D. Internet

16. The computer's cache memory is a critical component that enhances system performance. It consists of several levels including L1, L2, and L3 caches. Select the most accurate function of cache in a computer system.
- A. Store temporary internet files
 - B. Provide backup power during outages
 - C. Perform complex calculations
 - D. Improve data access speeds
17. In a LAN with a star topology, what is the central device that manages data traffic between connected devices?
- A. Firewall
 - B. Switch
 - C. Router
 - D. Modem
18. What type of cable is often used to connect devices within a Local Area Network, providing high-speed data transmission?
- A. Coaxial cable
 - B. Fiber optic cable
 - C. Ethernet cable
 - D. Twisted pair cable
19. Oscar has a vision of creating a unique social media platform that caters for a specific niche. Choose an example of a social media platform.
- A. Microsoft Outlook
 - B. WhatsApp
 - C. Google Drive
 - D. Adobe Photoshop
20. _____ is a widely protocol for sending and relaying email messages over the internet from one server to another and is essential for the delivery of email messages from the sender's email.
- A. HTTP
 - B. FTP
 - C. SMTP
 - D. POP

SECTION B: (40 MARKS)

Attempt all questions in this section

21. Word processor is commonly used in most of the organization for their daily activities.
Define *word processor* as used in computer system. (2 Marks)
22. A computer system is made up of various components. State **TWO** hardware components.
(2 Marks)
23. Merge cell is used when creating tables in Microsoft word. Define the term merge cells
(2 Marks)
24. (a) Office automation is the use of technology and software to improve office tasks. Define the term office automation. (2 Marks)
(b) Modern offices have embraced office automation. Outline **THREE** ways of office automation. (3 Marks)
25. Operating systems are commonly used in the market today. State **FOUR** examples of operating systems. (4 Marks)
26. Differentiate between *system software* and *application software*. (4 Marks)
27. Microsoft Word software application is useful when creating a document. Outline the procedure of creating a new document using a template in Microsoft Word.
(4 Marks)
28. State **FOUR** types of cases in Microsoft Word. (4 Marks)
29. Differentiate between *subscript* and *superscript* in a Microsoft Word document.
(4 Marks)
30. Differentiate between a *process* and *thread* as used in operating systems. (4 Marks)
31. A student at Elimu Technical Training Institute created a Microsoft Word document and saved it on the computer desktop. State the procedure that the student can use to print the document.
(5 Marks)

SECTION C: (40 MARKS)

Attempt any TWO questions in this section.

32. You are using your computer to download a large file from the internet. At the same time, you want to listen to music and work on a document in a word processor. In this case operating system is a key software and it plays a crucial role in the functioning of modern computers and devices.
- (a) Explain the **FIVE** functions of an operating system. (10 Marks)
 - (b) Outline **FIVE** types of operating systems. (10 Marks)
33. (a) The Ministry of Tourism is conducting a virtual business meeting with participants all over the world. They opted to use video conferencing software and during the meeting the Office Administrator shared important documents and presentation. As the discussions progressed, they were able to access cloud-based data and use collaborative tools to make instant updates. Describe the impact of ICT in a modern working environment (12 Marks)
- (b) Explain **FOUR** types of *indentation* in Microsoft Word. (8 Marks)
34. (a) Tumaini Limited uses tables to prepare a sales report that includes a lot of numerical data such as monthly revenue figures for various products. Explain **FIVE** Advantages of using tables in Microsoft Word application. (10 Marks)
- (b) Keyboard is the primary input device in a computer system. Explain **FIVE** sections of a computer keyboard. (10 Marks)

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