

The  
Management  
University  
of Africa



Sponsored by the Kenya Institute of Management

**CERTIFICATE UNIVERSITY EXAMINATIONS**  
**SCHOOL OF MANAGEMENT AND LEADERSHIP**  
**BRIDGING CERTIFICATE**

**FCC 102: INTRODUCTION TO COMPUTER APPLICATIONS**

**DATE: 30<sup>TH</sup> MARCH 2026**

**DURATION: 2 HOURS**

**MAXIMUM  
MARKS: 70**

**INSTRUCTIONS:**

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

**QUESTION ONE**

**Read the Case Study below carefully and answer the questions that follow:**

Bright Future College is a mid-sized educational institution committed to improving administrative efficiency and enhancing teaching and learning through digital transformation. To achieve this goal, the college administration has decided to implement Microsoft Office tools (such as Microsoft Word, Excel, PowerPoint, and Outlook) across all departments.

However, a skill assessment revealed that many staff members particularly those in non-technical and administrative roles, lack basic computer literacy. Challenges identified include poor file management, difficulty creating professional documents, and limited ability to analyze data, weak presentation skills, and unsafe use of email and internet resources. To address these gaps, the administration enrolled all teaching and administrative staff in a structured computer training program. The program is designed to build practical skills in file management, document creation, data analysis, digital presentations, and secure communication using email and the internet.

As the training coordinator, you are responsible for designing, implementing, and evaluating this training program to ensure that, by the end of the course, staff members can independently perform key digital tasks in their daily work.

**Required:**

- a) Identify two major digital skill gaps faced by staff at Bright Future College and explain why addressing them is important.

**[5 MARKS]**

- b) Explain how Microsoft Word can help staff improve administrative efficiency at the college.

**[5 MARKS]**

- c) Describe two ways Microsoft Excel can support data analysis for administrative and academic purposes.

**[5 MARKS]**

d) State two benefits of training staff in Microsoft PowerPoint for teaching and meetings.

**[5 MARKS]**

e) Why is email and internet security training important for staff at Bright Future College?

**[5 MARKS]**

f) As the training coordinator, suggest two methods you would use to evaluate whether the training program was successful. **[5**

**MARKS]**

## **QUESTION TWO**

a) Define the following terms as used in computing;

i. Computer

**[3 MARKS]**

ii. Information

**[3**

**MARKS]**

b) What are input devices? Give four examples of such

**[4**

**MARKS]**

## **QUESTION THREE**

a) Identify FOUR (4) common computer problems users face. **[4**

**MARKS]**

b) Explain six factors to consider when choosing a computer **[6**

**MARKS]**

## **QUESTION FOUR**

a) What is taskbar? State and explain its properties.

**[5**

**MARKS]**

b) E-mail is one way of communication over the network, using your own words briefly explain this (e-mail) concept. What are its advantages? Explain.

**[5 MARKS]**

## **QUESTION FIVE**

- a) Using the computer applications concept briefly explain four output devices that are commonly used in a computer system.

**[8 MARKS]**

- b) Explain types of text cases available in Ms. Word. **[2 MARKS]**

### **QUESTION SIX**

- a) Define an internet (web) browser. Explain any FOUR (4) features of modern web browsers. **[5**

**MARKS]**

- b) Explain the process of booting a computer and outline the key steps involved **[5**

**MARKS]**