



DIPLOMA UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
DIPLOMA IN BUSINESS INFORMATION
COMMUNICATION TECHNOLOGY

DBT 200: ESSENTIAL OF COMPUTER APPLICATION

DATE: 9TH APRIL 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:

A local grocery store, "Fresh Mart," has been experiencing challenges in managing its inventory efficiently. The store uses a manual system for tracking stock, which involves handwritten logs and periodic physical counts. This method is time-consuming and prone to errors, leading to overstocking of some items and stock outs of others. The owner, Sam, decided to implement a Computerized Inventory Management System (CIMS) to streamline operations and improve accuracy.

Sam determined the critical aspects of inventory management needed for the store, such as tracking stock levels, monitoring expiration dates, generating reports, and integrating with the point-of-sale (POS) system. After evaluating several software options, he selected an application that offered features such as barcode scanning, real-time inventory tracking, reorder alerts, and reporting capabilities. Employees were trained on how to use the new system. This included inputting inventory data, using barcode scanners, and generating reports. The new system went live at the beginning of a new month to avoid disruptions during peak business hours. Historical inventory data was entered into the system to allow for continuity. After the implementation, Sam monitored the system's effectiveness and made adjustments based on feedback from employees and sales data.

After six months of using the Computerized Inventory Management System, Fresh Mart saw significant improvements: Reduction in Stock outs: The store reduced stock outs by 30% through better tracking and forecasting. Time Savings: Inventory management tasks, such as counting stock and generating reports, were completed 50% faster. Increased Sales: The ability to maintain optimal stock levels led to an increase in sales by 20%, as customers were more likely to find their desired products in stock.

Required:

a) What were the main challenges Fresh Mart faced before implementing the Computerized Inventory Management System

[6 MARKS]

b) What features did Sam look for in the inventory management software?

[6

MARKS]

c) How did the training of employees contribute to the success of the new system

[6 MARKS]

d) What measurable outcomes were observed after the implementation of the CIMS

[6 MARKS]

e) What steps did Sam take to ensure the ongoing effectiveness of the new system

[6 MARKS]

QUESTION TWO

a) Discuss the key changes in the third computer generation as compared to the first two

[3 MARKS]

b) Identify the important characteristics of a computer **[2 MARKS]**

c) Define computer software and explain the two classification of software giving examples for each

[5 MARKS]

QUESTION THREE

a) Differentiate the following terminologies as used in word-processing

- i. Copy and paste (1 Mark)
- ii. Header and footer (1 Mark)
- iii. Save and save as (1 Mark)
- iv. Superscript and subscript (1 Mark)
- v. Formatting and editing (1 Mark)

b). Outline FOUR (4) Advantages of emails

[5 Marks]

QUESTION FOUR

a) Assess how input devices can be classified [5 MARKS]

b) State three features of a spreadsheet [2 MARKS]

c) Define the following terms as used in excel

- i. Cell (1 Mark)
- ii. Workbook (1 Mark)
- iii. Worksheet (1 Mark)

QUESTION FIVE

a) State the two orientations in a word processor

[2 MARKS]

b) Explain three ways in which doctors would benefit from the use of

computers in hospitals

[8 MARKS]

QUESTION SIX

a) Describe to Your audience TWO (2) ways internet is an important investment for the Company

[4 MARKS]

b) Microsoft Windows includes a wide array of features, discuss THREE (3) features

[6 MARKS]