

The
Management
University
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CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE COMMON UNIT

CCU 102: INTRODUCTION TO COMPUTER APPLICATIONS

DATE: 31ST 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:

Case Study

GreenLight Credit is a small micro finance company that recently expanded its services to rural areas. The company now receives many digital loan applications through its website and mobile application. Due to the increased workload, the management invested in new desktop computers, tablets, a cloud-based loan processing system, and a secure email platform for communication. The employees use word processors to prepare reports, spreadsheets to analyze client data, and presentation software for weekly briefings. They also store client data in a cloud database.

However, GreenLight Credit has faced challenges. Some employees are not computer literate, leading to delays in data entry and frequent errors. Last month, the system faced a phishing attack attempt where fake emails were sent to staff requesting login details. The ICT officer had to train the employees on safe digital practices and recommend the use of stronger passwords and secure authentication methods. The management now wants to improve productivity, ensure data security, and train staff in basic computer applications to support future digital services.

Required:

- a)** With reference to the case of GreenLight Credit, analyze the work environment and illustrate three computer applications being used, clearly showing how each supports daily operations and service delivery. **(6 marks)**
- b)** Referring to the operational difficulties described in the case, examine three technological challenges faced by GreenLight Credit and recommend a suitable solution for each. **(6 marks)**
- c)** Using evidence from the case, evaluate how cloud computing is applied in GreenLight Credit and explain two practical benefits it

provides to the organization.

(6 marks)

- d)** With reference to the phishing incident in the case, assess two cybersecurity threats evident in the organization and explain how users can protect themselves through safe digital practices.

(6 marks)

- e)** Based on the employees' difficulties described in the case, discuss why computer literacy is essential for staff working in modern digital organizations like GreenLight Credit.

(6 marks)

QUESTION TWO

- a) A newly established training center has purchased desktop computers and smartphones for staff, but many users do not understand how the systems control applications and hardware resources. With reference to this situation, explain what an operating system is and illustrate two examples likely to be installed on the computers and smartphones.

(3 marks)

- b) In the same training center, staffs frequently run multiple programs at the same time and connect printers and storage devices without understanding how the system manages them. Relate this situation to three key functions performed by the operating system.

(6 marks)

- c) The management of the training center is considering reducing software costs. Advise them on one advantage of adopting an open-source operating system.

(1 mark)

QUESTION THREE

- a) An organization is experiencing slow performance when opening large files and saving records. Using this situation, differentiate between

primary memory and secondary memory as applied in the organization. **(4 marks)**

- b) The ICT officer notices that staff store most of their files on the computer without understanding how memory affects performance. Discuss how the memory hierarchy influences processing and storage of large files in this situation.

(4 marks)

- c) The organization plans to purchase additional storage equipment. Identify two suitable examples of secondary storage devices they can use. **(2 marks)**

QUESTION FOUR

- a) A project team works from different locations and uses shared software tools to prepare reports and documents together. With reference to this arrangement, describe three features of modern software that support collaboration among team members.

(6 marks)

- b) The project team collects sales data weekly and needs to make decisions from the data gathered. Illustrate how spreadsheet applications can assist the team in making informed decisions.

(4 marks)

QUESTION FIVE

- a) An employee in a company is found sharing confidential files using office computers without authorization. Using this situation, explain two reasons why ethical behaviour is important when using digital technology in the workplace.

(4 marks)

- b) A company has started offering digital services to clients through online platforms. Discuss three legal issues related to computers and digital services that the company must observe.

(6 marks)

QUESTION SIX

- a) With reference to an organization adopting modern systems, explain three impacts of internet technologies on the way the business operates. **(6 marks)**
- b) John is a director in a newly developed company that is planning to acquire software for daily operations. Recommend four appropriate software acquisition models the business can adopt for its systems. **(4 marks)**