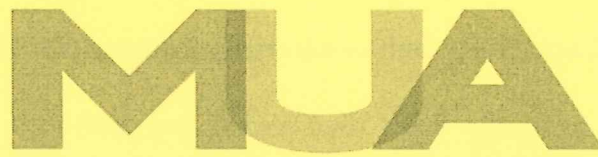


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DIPLOMA UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA COMMON UNIT

DCU 104 : INTRODUCTION TO ICT AND ETHICS

DATE: 8<sup>TH</sup> AUGUST 2023

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:**

ICT is an umbrella term that covers any software or hardware product that can store, retrieve, manipulate, transmit or receive information electronically in a digital form.

Wakulima Sacco is a non-profit charity organization that is multi-national. It has several branches spanning a number of countries globally.

Recently, the directors made a decision to set up a branch in the country. The organization has several departments, one being that of information technology.

As an IT expert, you have been approached as a consultant to advice on matters technology. The company aims to set up a department complete with office space, personnel, computers, hardware and software.

The computer hardware has to optimally perform in high pressure high reward environment. They have to multi-task, multi-process and even be connected in a multi-computer architecture. The hardware ought to be high-end with top notch performance standards.

The software, both system and application, ought to be acquired either commercially or open-source.

Personnel have to be trained with modern employment code of conduct and practices and safety measures have to be put in places for the security. Storage is of essence, and the company puts a lot of effort into achieving the same.

**Required**

- a. Define the term Ergonomics. **(2 Marks)**
- b. State four negative effects of ICT in the society. **(4 Marks)**
- c. Differentiate between mesh topology and Star Topology. **(4Marks)**
- d. State two advantages of using Fiber Optical cables in data transmission. **(2 Marks)**
- e. Propose three factors to consider before selecting in any network transmission medium. **(3 Marks)**
- f. State three trends in the computer's technological revolution. **(3 Marks)**
- g. Compare between Multithreading and Multitasking/Multiprogramming operating systems. **(4 Marks)**

- h. State four importance of conflict management. (2 Marks)
- i. Illustrate how cloning software's work in relation to ICT and Ethics . (2 Marks)
- j. State and explain two hardware safety measures that can be used to protect ICT data and equipment's. (4 Marks)

### QUESTION TWO

- a. Define the term conflict as used in ICT and Ethics. (2 Marks)
- b. Evaluate three methods that can be used solve conflicts in organizations. (6 Marks)
- c. Define the term Interpersonal conflict. (2 Marks)

### QUESTION THREE

- a. Define the term utility program and give an example. (2 Marks)
- b. Propose four measure that could be used to fight unethical behaviors in ICT. (4 Marks)
- c. State and explain two types of viruses. (4 Marks)

### QUESTION FOUR

- a. Propose two roles of ICT in Business Environment. (4 Marks)
- b. Define the term input device and give an example of input device. (2 Marks)
- c. Differentiate between Dot matrix printers and Daisy-Wheel Printer. (4 Marks)

### QUESTION FIVE

- a. Differentiate between byte and bit. (2 Marks)
- b. Contrast between primary and secondary storage. (4 Marks)
- c. State and explain two types of network as used in ICT. (4 Marks)

### QUESTION SIX

- a. Define the term topology and give an example of topology. (2 Marks)
- b. Differentiate between satellite and Bluetooth wireless Communication. (4 Marks)
- c. Explain two types of backups carried out in any organization. (4 Marks)

