

This paper is made up of fifty (50) Multiple Choice Questions. Answer ALL question by indicating the letter (A, B, C or D) that represents the correct answer. Each question is allocated two (2) marks.

Time: 2 hours

1. One of the key impacts of information and communication technology (ICT) in society is _____.
 - a. slower communication processes
 - b. increased unemployment in all sectors
 - c. improved access to information
 - d. reduction in global connectivity

2. An example of a system software is _____.
 - a. spreadsheet program
 - b. database application
 - c. operating system
 - d. word processor

3. The evolution of computers from one generation to another is mainly based on _____.
 - a. the size of the computer case
 - b. advancements in processing technology
 - c. change in keyboard design
 - d. number of colours in the monitor

4. In an operating system, which is the built-in user account that has full control over the system, allowing it to perform tasks such as installing software, changing system settings and managing user accounts?
 - a. Standard
 - b. Administrator
 - c. Guest
 - d. System

5. Which one of the following file extensions is for an executable program?
 - a. .exe
 - b. .docx
 - c. .jpg
 - d. .txt

6. Which one of the following functions is NOT performed by accounts receivable module of an accounting software?
 - a. invoicing of customers
 - b. processing of customer payments.
 - c. tracking the status, condition, location and performance of assets

- d. aging report which shows money due to the business by the customers
7. A Uniform Resource Locator (URL) is a(n) _____.
a. unique address of a web page
b. type of antivirus software
c. instant message
d. network protocol
8. Which one of the following activities represents green information and communication technology (ICT) practices?
a. Recycling e-waste
b. Increasing power consumption
c. Burning obsolete devices
d. Using non-renewable energy only
9. An example of a wireless transmission medium is _____.
a. fiber optic cable
b. microwave
c. coaxial cable
d. twisted pair
10. A specific type of software that is permanently stored on hardware devices is known as _____.
a. liveware
b. firewire
c. firewall
d. firmware
11. Which one of the following facilities is available in Windows operating system that is useful in file management?
a. Control Panel
b. Internet Explorer
c. Computer Management
d. File Explorer
12. Which one of the following software is NOT an example of a system software?
a. Firmware
b. Boot loader
c. Liveware
d. Utility

13. The task of the operating system that handles the storage and organisation of data in a computer is known as _____.
- process management
 - device management
 - file system management
 - memory management
14. Which one of the following hardware components is used to store data permanently?
- RAM
 - CPU
 - Hard Drive
 - Cache memory
15. Which one of the following statements refers to the MAIN difference between hardware and software?
- Hardware is the physical part of the computer, while software consists of programs and applications
 - Hardware is intangible, while software is tangible
 - Hardware refers to operating systems, while software refers to input devices
 - Hardware changes frequently, while software does not
16. The type of a software that is used to manage hardware and provide a platform for application software to run is known as _____.
- utility software
 - operating system
 - application software
 - firmware
17. Which one of the following commands is used in a command-line interface (CLI) to list the files and folders in the current directory?
- DIR (Windows) or ls (Linux/Unix)
 - COPY
 - DELETE
 - RENAME
18. Which one of the following tools of learning involve use of presentation software?
- Calculation
 - Slide show
 - Mail merge
 - Vlookup

19. The transmission medium consisting of an inner conductor surrounded by a concentric conducting shield, with the two separated by an insulating material is known as _____.
- a. fiber optic
 - b. shielded twisted pair
 - c. unshielded twisted pair
 - d. coaxial cable
20. The following are some characteristics of a type of computer network:
- i. It has an enormous capacity and connects a large number of computers all over the world.
 - ii. The speed of the data transmission is sometimes fast and sometimes slow.
 - iii. The data rate is low compared to the data transfer rates of the networks.

Which one of the following types of networks possess the above characteristics?

- b. Metropolitan Area Network (MAN)
 - c. Campus Area Network (CAN)
 - d. Wide Area Network (WAN)
 - e. Local Area Network (LAN)
21. A user is trying to print a document, but the printer is not responding. Which one of the following steps should he take first to troubleshoot the issue?
- a. Check if the printer is connected to the power supply
 - b. Restart the computer
 - c. Replace the printer with a new one
 - d. Uninstall the printer software
22. Which one of the following options is an example of page orientation?
- a. Landscape
 - b. Subscript
 - c. Superscript
 - d. A4
23. Which one of the following statements BEST defines a computer system?
- a. A device that processes data into information
 - b. A combination of hardware and software that works together to perform tasks
 - c. A program that manages computer hardware resources
 - d. A network of interconnected computers
24. Which one of the following buttons is NOT in MS Word?
- a. Italic
 - b. Magic tool
 - c. Font

- d. Bold
25. An application software that is used to create and edit presentations is known as _____.
- a. Google Chrome
 - b. Adobe Acrobat
 - c. Microsoft PowerPoint
 - d. iTunes
26. The recommended alternative to using a hub in a modern networking environment is known as _____.
- a. router
 - b. bridge
 - c. repeater
 - d. switch
27. The intersection of a row and a column in Excel is known as _____.
- a. data
 - b. field
 - c. cell
 - d. table
28. Which one of the following shortcut keys is used to fill down data on Ms Excel spreadsheet?
- a. Ctrl + D
 - b. Ctrl + C
 - c. Ctrl + F
 - d. Ctrl + B
29. Which one of the following statements is an advantage of computerisation?
- a. Reduces employee's productivity
 - b. Increases paper work
 - c. Leads to digital divide
 - d. Creates employment for skilled personnel
30. A feature that enables a user to send a similar letter or document to multiple recipients is found in an application called _____.
- a. word processor
 - b. spreadsheet
 - c. presentation
 - d. database
31. Which one of the following statements is an advantage of a word processing software?
- a. You need to have access to a computer which has word processing software installed
 - b. It takes time to learn to use the program effectively

- c. Easier to use due to automated features
 - d. People can become reliant on using the word processor and their handwriting skills can deteriorate
32. A type of an operating system which allows a single Central Processing Unit (CPU) to execute what appears to be more than one program at the same time is known as _____.
- a. multiprocessing
 - b. multiprogramming
 - c. multi-user
 - d. multitasking
33. Which one of the following statements BEST describes the function of Magnetic Ink Character Recognition (MICR) method of capturing data?
- a. Converts the physical action to be measured into an electrical equivalent and processes it so that the electrical signals can be easily sent and further processed
 - b. Verifies the legitimacy or originality of paper documents, especially bank cheques
 - c. Converts an image of text into a machine-readable text format
 - d. Scans and captures the optical marks on such documents as the multiple-choice scoring sheets
34. A financial organisational tool that provides an index of every account in an accounting system is called a _____.
- a. general ledger
 - b. chart of accounts
 - c. customers' ledger
 - d. suppliers' ledger
35. The type of an operating system design that allows multiple users or processes to concurrently share the same system resources is known as _____.
- a. batch system
 - b. distributed system
 - c. multiprocessing system
 - d. time sharing system
36. Input devices includes _____.
- a. monitor and printer
 - b. keyboard and mouse
 - c. CPU and RAM
 - d. hard disk and CD-ROM
37. The formula used to calculate the average of the values in cells A1 to A10 is _____.
- a. =AVERAGE(A1:A10)
 - b. =SUM(A1:A10)
 - c. =MEAN(A1:A10)
 - d. =AVER(A1:A10)

38. Which one of the following components is responsible for managing and coordinating the activities of all hardware components in a computer system?
- Motherboard
 - Power supply
 - Hard drive
 - Graphics card
39. The purpose of slide transitions in a presentation is to _____.
- change the color scheme of the slides
 - add animation effects to text and images
 - control the flow between one slide and the next
 - insert hyperlinks to external websites
40. The primary purpose of a computerised accounting software is _____.
- managing inventory in a business
 - tracking and recording financial transactions
 - designing marketing campaigns
 - creating graphic designs for promotional materials
41. The primary purpose of creating user accounts in a computer system is to _____.
- enhance the computer's processing speed
 - manage and control access to system resources
 - uninstall software applications
 - organise files and folders
42. An example of a printer commonly used for printing labels and barcodes is a(n) _____.
- inkjet printer
 - laser printer
 - dot-matrix printer
 - thermal printer
43. Which one of the following data transmission line is MOSTLY associated with the "RJ-45" connector?
- Coaxial cable
 - Fiber optic cable
 - Twisted pair cable
 - Ethernet cable
44. Which one of the following is both an input and an output device?
- LED Printer
 - Touch screen

- c. Stylus pen
 - d. Wireless keyboard
45. A system software component responsible for performing common tasks is known as _____.
- a. utility program
 - b. language translator
 - c. operating system
 - d. device driver
46. A word processor feature where the first character of a paragraph is made larger, taking up several lines of text is known as _____.
- a. word wrap
 - b. drop cap
 - c. wordart
 - d. thesaurus
47. Which one of the following statements refers to an advantage of Information Communication Technology (ICT) in education sector?
- a. When used in the classroom it can be a distraction
 - b. Detracts students from social interactions
 - c. Its use motivates learning
 - d. Can foster cheating
48. _____ is NOT a form of data storage media.
- a. A database
 - b. Magnetic tape
 - c. Magnetic disc
 - d. Optical disc
49. An example of a browser software is _____.
- a. Microsoft Word
 - b. Notepad
 - c. Internet navigator
 - d. Microsoft Edge
50. Which of the following forms the foundation of fifth-generation computers?
- a. Artificial Intelligence
 - b. Vacuum tubes
 - c. VVLSI
 - d. Transistors