



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

PEDAGOGICS SCIENCE, HOSPITALITY, COMMERCE AND ENGINEERING

SUBJECT: Introduction to Computers

PAPER NO: 310/13/S07

DURATION: 3 Hours

OCTOBER/ NOVEMBER 2019 EXAMINATION

REQUIREMENTS

Answer booklet

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) All questions carry equal marks.

QUESTION 1

a) Differentiate the following terms:

- i) Impact printers and non-impact printers. (6 marks)
- ii) Primary memory and secondary storage. (6 marks)
- iii) Data and information. (6 marks)

b) Explain any two (2) advantages of networking. (2 marks)

QUESTION 2

a) Most organisations are investing in ICT infrastructure and they want to computerise their systems. However, computer and data security is an area that demands heavy investment of financial and at times human resources. Give five measures that can be taken to ensure that computer and data security is maintained. (10 marks)

b) Explain the following terms as used in a spreadsheet package:

- i) Label (2 marks)
- ii) Cell (2 marks)
- iii) Legend (2 marks)

c) Explain the following terms as used in a word processing package:

- i) Justification (2 marks)
- ii) Widow (2 marks)

QUESTION 3

a) Describe any five (5) requirements of a good computer room environment. (10 marks)

b) State and explain any five (5) points to consider when selecting application software. (10 marks)

QUESTION 4

a) With the aid of a diagram, explain the data processing cycle. (10 marks)

b) Explain any five (5) duties of the DBA. (5 marks)

- c) Expand the following abbreviation:
- i) CPU (1 mark)
 - ii) RAM (1 mark)
 - iii) CD-ROM (1 mark)
 - iv) WWW (1 mark)
 - v) CU (1 mark)

QUESTION 5

- a) Define an operating system and give two (2) examples. (4 marks)
- b) Write brief notes on the following types of scanners:
- i) Bar code readers (2 marks)
 - ii) MICR (2 marks)
 - iii) Optical Mark Reader (2 marks)
- c) Define a word processor and state three (3) facilities provided by a word processor. (5 marks)
- d) Explain any five (5) attributes of a good information. (5 marks)

QUESTION 6

- a) Define the term database. (2 marks)
- b) Outline the advantages of a database over file based approach. (8 marks)
- c) Suggest five (5) ways of preventing computer viruses. (10 marks)

QUESTION 7

- a) Identify and explain four (4) ergonomic tips for computer users. (12 marks)
- b) Give two (2) advantages and two (2) disadvantages of the following network topologies:
- i) Star topology (4 marks)
 - ii) Ring topology (4 marks)

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