

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2022/2023 ACADEMIC YEAR  
FIRST YEAR SECOND SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: DIB 104**

**COURSE TITLE: BUSINESS COMMUNICATION AND INFORMATION  
SYSTEM**

**DATE: 20/04/2023**

**TIME: 9:00-11:00AM**

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### INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

### Question one

- (a) In any organization communication is important tool for realization of its goal. Explain any FIVE reasons why it should be embraced. (10 marks)
- (b) Highlight any FIVE principles of communication (10 marks)
- (c) Define the term communication as used in business (4 marks)
- (d) Explain any THREE barriers to effective communication (6 marks)

### Question two

- (a) Define the term computer software (2 marks)
- (b) Explain any FOUR functions of system software (8 marks)
- (c) Give FIVE examples of applications software and their respective uses (10 marks)

### Question three

- (a) As a manager of an organization what are any FIVE factors you would consider before acquiring a computer (10 marks)
- (b) Give any THREE Hands- on skills that an employee of an organization should; posses. (6 marks)
- (c) State any FOUR characteristics of a computer (4 marks)

### Question four

- (a) QWERTY Keyboard are classified into five categories. Mention them (5marks)

(b) Explain any FIVE physical parts of a computer

(10 marks)

(c) Explain the following terminologies as used in computer; input devices, central processing unit (CPU) and output devices (5 marks)

**Question five**

(a) Distinguish between primary storage and secondary storage devices (4 marks)

(b) State THREE advantages of storing data on mass storage media like flash disk (6 marks)

(c) Explain any FIVE threats to the information stored in a computer (10marks)