



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **CSC1013 Learning Computer Applications**
Semester & Year : January – April 2017
Lecturer/Examiner : Ms Saravanamalar Surarajah
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : Answer ALL SIX (6) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (40 marks) : Answer ALL TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)

INSTRUCTION(S) : Answer all **SIX (6)** questions. Write your answers in the Answer Booklet(s) provided.

1. Describe FIVE main components of a computer system. (10 marks)
2.
 - a. Define e-commerce. (1 Mark)
 - b. Explain THREE types of e-commerce including an advantage for each one. (9 Marks)
3. List FIVE examples of business software and describe them. (10 marks)
4. Discuss any FIVE Internet services. (10 marks)
5. State the full terms for these abbreviations and describe them. (10 marks)

Abbreviation	Full Term	Description
CAD		
CAE		
CIM		
VPN		
SFA		
6. Internet has had a big impact on hospitality and tourism industry.
 - a) Discuss THREE benefits of using Internet to tourism product providers. (6 marks)
 - b) Discuss TWO benefits of using Internet to tourism customers (4 marks)

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)

INSTRUCTION(S) : Answer all **TWO (2)** questions. Write your answers in the Answer Booklet(s) provided.

1. Graphics and Multimedia Software are designed specifically to work with graphics and multimedia for power users such as Engineers, Architects, Desktop publishers and Graphic artists.
 - a) Discuss the use of any FIVE Graphics and Multimedia Software. (10 marks)
 - b) For each answer, list the name of manufacturer and the software name. (10 marks)

2. It is important to back up data and safeguard your personal information online.
 - a) Discuss FIVE types of back up methods. (10 marks)
 - b) Discuss FIVE ways to safeguard personal information. (10 marks)

END OF EXAM PAPER