

FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **CSC1013 Learning Computer Applications**

Semester & Year : May – August 2021

Lecturer/Examiner : Saravanamalar Surarajah

Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **TWO (2)** parts:

PART A (60 marks) : FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.

PART B (40 marks) : 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 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.

Total Number of pages = 4 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (60 MARKS)
INSTRUCTION(S) : FOUR (4) short answer questions. Answer ALL questions in the Answer Booklet(s) provided.

Question 1

- a) A cookie is a small text file that a web server stores on a computer. List **FIVE (5)** reasons for using a cookie by a website. (5 marks)
- b) Retail is the process of selling consumer goods or services to customers through multiple channels of distribution to earn a profit. Discuss any **FIVE (5)** advantages of computerization in the retail industry. (10 marks)
- [Total = 15 marks]

Question 2

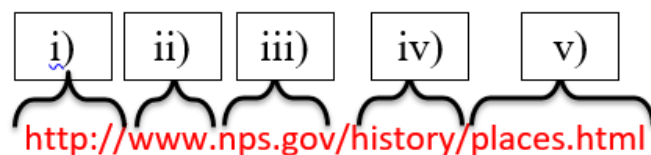
- a) Differentiate among Customer Relationship Management (CRM), Enterprise resource planning (ERP) and Content Management Systems (CMS). (6 marks)
- b) E-commerce is defined as selling and buying activities conducted over the Internet. Identify **THREE (3)** major e-commerce challenges. (3 marks)
- c) Encryption is a process of converting data that is readable by humans into encoded characters to prevent unauthorized access. Discuss any **THREE (3)** encryption algorithms. (6 marks)
- [Total = 15 marks]

Question 3

- a) Internet has a big impact on hospitality and tourism industry. List **EIGHT (8)** key abilities that it can provide to the industry. (8 marks)
- b) Discuss the **THREE (3)** DO's and **FOUR (4)** DON'TS in the Single-user License Agreement. (7 marks)
- [Total = 15 marks]

Question 4

- a) Identify the parts of web address:



(5 marks)

b) Define the following terms:

i. Server

(2 marks)

ii. Mainframe

(2 marks)

iii. Super Computer

(2 marks)

c) Distinguish between Material Requirements Planning (MRP) and Manufacturing Resource Planning II (MRP II).

(4 marks)

[Total = 15 marks]

END OF PART A

PART B : ESSAY QUESTIONS (40 MARKS)
INSTRUCTION(S) : TWO (2) essay questions. Answer ALL questions in the Answer Booklet(s) provided.

Question 1

Computers have become an integral part of our lives and our homes.
Discuss **FIVE (5)** advantages and disadvantages of using computers.

(20 marks)

Question 2

a) There are variety forms of Application Software. Discuss the functions of each type of application software listed below:

i. Package software

(2 marks)

ii. Custom software

(2 marks)

iii. Open source software

(2 marks)

iv. Shareware

(2 marks)

v. Public domain software

(2 marks)

b) A backup is a duplicate of a file, program, or media that can be used if the original is lost, damaged, or destroyed. There are **FIVE (5)** main types of backups. Explain them.

(10 marks)

[Total = 20 marks]

END OF EXAM PAPER