

# BRIDGE TO SUCCESS



## GRADE 8 & 9 COMPUTER STUDIES PAPER 1



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PAST PAPER QUESTIONS  
WITH ANSWERS  
(2020 - 2014)



By Thomas Manda



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## Table of Contents

<b>SECTION: A</b> .....	2
2020 (INTERNAL) .....	2
2020 (EXTERNAL) .....	4
2020 (SPECIMEN) .....	5
2019 (INTERNAL) .....	6
2018(INTERNAL) .....	8
2017(INTERNAL) .....	9
2016 (INTERNAL) .....	11
2015 (INTERNAL) .....	12
2014 (SPECIMEN) .....	13
<b>SECTION: B</b> .....	14
2020 (INTERNAL) .....	14
2020 (EXTERNAL) .....	15
2020 (SPECIMEN) .....	16
2019 (INTERNAL) .....	16
2018 (INTERNAL) .....	17
2017 (INTERNAL) .....	17
2016 (INTERNAL) .....	18
2015 (INTERNAL) .....	19
2014(SPECIMEN) .....	19
<b>SECTION: C</b> .....	20
2020 (INTERNAL) .....	20
2020 (EXTERNAL) .....	22
2020 (SPECIMEN) .....	23
2019 (INTERNAL) .....	24
2018(INTERNAL) .....	26
2017 (INTERNAL) .....	28
2016 (INTERNAL) .....	29
2014(SPECIMEN) .....	31
<b>SUGGESTED ANSWERS</b> .....	32
<b>SECTION: A</b> .....	32
<b>SECTION: B</b> .....	34
<b>SECTION: C</b> .....	37

**GRADE 9 COMPUTER STUDIES PAPER 1**  
**PAST PAPER QUESTIONS WITH ANSWERS (2020 - 2014)**



## SECTION: A

### 2020 (INTERNAL)



2020

1. Which of the following devices is used for output only?  
A CPU      B Keyboard      C Monitor      D Touch Screen
2. In a spreadsheet, the function, = MAX(A1:A8), A1:A8 is known as.....  
A column.      B maximum.      C range.      D rows.
3. A programme used to protect a computer from malware is termed as  
A anti-software.      B anti-spyware.      C anti-virus firmware.      D anti-virus software.
4. Which of the following is not a multi-user operating system?  
A Command line interface      B Linux      C Graphical User Interface      D Unix
5. Which of the following is a file extension for an audio file?  
A. Jpeg      B. Mp3      C. Mpeg      D. Swf
6. All can be regarded as text **except**.....  
A punctuation marks.      B sentences.      C words.      D watermark.
7. When using a desktop publisher, it is important to consider .....  
A. if it will print publications properly.      B. if the teacher likes the appearance.  
C. colour, rotating text and images.      D. the audience of the publication.
8. Which of the following represents the correct sequence of flow of data in a Computer?  
A Input, output, process      B Input, output, save  
C Input, process, output      D Output, process, save
9. Communication using computer and mobile devices is called .....  
A IT      B. ICT      C. Link.      D. Network.
10. Which of the following is the definition of a Computer Room?  
A. A room where computers are properly secured and well ventilated.  
B. A room where computers are stored for safe keeping.

- C. A properly designed and secured room where computers are installed for safe use.  
D. A well ventilated and tidy room where computers are backed up for use.
11. To calculate the number of items in a row or column in Excel, the function used is  
A. COUNT                      B. MAX.                      C. MIN.                      D. SUM.
12. A type of barcode when scanned takes a user to an image video or website is called .....  
A Barcode.                      B Hot spot.                      C QR code.                      D Wi-Fi code.
13. In a word-processor, if you type the first four letters of a word eg. AUGU followed by pressing the Enter key you obtain the word AUGUST. Such a feature is known as.....  
A. Auto complete.                      B. Auto correct.                      C. Auto summarise.                      D. Auto Text.
14. The shortcut method to run a PowerPoint presentation using the keyboard is by pressing the keys  
A Fn +F2.                      B Fn+F3.                      C Fn +F4                      D Fn+ F5.
15. The purpose of a microprocessor is to....  
A. provide power to the computer.                      B. provide back-up to the computer.  
C. process all the data and instructions.                      D. process all microcomputer hardware.
16. The process of producing high quality printed leaflets, magazines or calendars is called .....  
A Desktop printing.                      B Desktop publishing.                      C Document publishing.                      D Front office publishing
17. Which of the following set of items satisfies construction of a network in a school computer room?  
A. NIC, UTP-cable, computer and server                      B. NIC, UTP-cable, computers and switch  
C. NIC, UTP-cable, ISP and computers                      D. NIC, UTP-cable, ISP and server
18. To take a screen-short of the entire screen content, a user should press..... on the keyboard.  
A Ctrl+A                      B Ctrl+A + Prtscr                      C Ctrl+Prtscr                      D Ctrl+Prtscr+A
19. During the copy and paste process, the items are stored in the .....  
A Clip Art.                      B Clip Board.                      C Smart Art.                      D Word Art.
20. An operating system can be defined as .....  
A. a piece of hardware.  
B. a set of programme to create documents on the computer.  
C. a set of programme that manages the operations of the computer.  
D. the boot up programme.

**2020 (EXTERNAL)**

1. Formulas in a spreadsheet start with .....
- A %            B =            C \*            D -
2. A group of 8 bits is called a ...
- A Byte.            B Kilobyte.            C Megabyte.            D Nibble.
3. Which of the following is **not** a danger to computers?
- A Dust            B Electricity            C Food Particles            D Liquids
4. Which of the following is not a benefit of using computers in entertainment?
- A Composing of musical songs.            B Developing movies visual effects.
- C Recording of music.            D Reducing gambling.
5. What kind of software is used to create flyers, magazines and business cards?
- A Database publisher            B Desktop publisher            C Presentation            D Spreadsheet
6. The following are reasons of networking computers except
- A easy communication.            B easy virus distribution.
- C sharing of files and software.            D sharing of peripheral hardware.
7. What tool in presentation graphics software is used to remove unwanted parts of a picture during editing?
- A Cropping            B Cutting            C Pasting            D Resizing
8. Which of the following is a peripheral device?
- A Central Processing Unit            B Mouse            C Random Access Memory            D Window
9. ....is the illegal copying and distribution of software.
- A Piloting            B Piracy            C Pirates            D Pirating
10. What term is given to a Local Area Network which is private to a company but information is accessed the same way as on the internet?
- A Extranet            B Globalnet            C Internet            D Intranet
11. Which of the following is a correct format of an E-mail address?
- A @john.mushiwandi.com            B [com.john@mushiwandi](mailto:com.john@mushiwandi)
- C [john@mushiwandi.com](mailto:john@mushiwandi.com)            D mushiwandi@com.john
12. One advantage of using a computer is that it..
- A is expensive to maintain.            B is highly accurate in making calculations.
- C needs skilled manpower to operate.            D takes long to complete a task.

13. The difference between a Personal Identification Number (PIN) and a Password is ...
- A PIN consists of letters while Password consists of numbers and special characters.
  - B PIN consists of special characters while Passwords consists of numbers and letters.
  - C PIN consists of numbers while Password consists of letters and special characters.
  - D PIN consists of numbers and letters while Password consists of special characters.
14. WAN stands for...
- A Wide Area Network.
  - B Wider Area Network.
  - C WIFI Area Network.
  - D World Area Network.
15. .... is a programme which is used to prevent data from being corrupted and lost.
- A Antitheft
  - B Antivirus
  - C Spyware
  - D Spam

**2020 (SPECIMEN)**

1. In a spreadsheet program, the cell which is currently in use is called.....
- A active cell.
  - B active selector,
  - C cell frame,
  - D cell identifier.
2. .... is storage that holds start up instructions and configuration information of the computer system.
- A ALU
  - B BIOS
  - C RAM
  - D ROM
3. An example of software that changes spoken words into data is
- A Multi media,
  - B operating system,
  - C sound recognition,
  - D speech recognition.
4. Which feature displays all slides in a presentation program?
- A Normal view
  - B Outline view
  - C Slide show view
  - D slide sorter view
5. The set of characters that have the same appearance is called
- A default.
  - B font.
  - C style.
  - D text.
6. .... is the process of feeding instructions into a computer system.
- A Accessing
  - B Entering
  - C Inputting
  - D Outputting
7. Which device is used to read pencil marks on a questionnaire?
- A OCR
  - B OMR
  - C M1CR
  - D SMR
8. .... is program designed to perform specific tasks,
- A Application software
  - B Operating system
  - C System software
  - D utility software
9. Date and time are displayed on the ..... bar.



2020

- A Scroll                      B. Status                      C System                      D Task
10. Portrait and landscape are page .....
- A Defaults    B. layouts                      C margins    D orientations
11. A laser printer uses .....
- A correction fluid,                      B ink cartridge,                      C photocopy ink.                      D toner cartridge
12. In word processing, to embolden means to .....
- A change the text colour of the text,                      B change the font name of the text,  
C increase the font,                      D make the text bold.
13. The part of memory which temporarily holds information for later use is referred to as .....
- A Clipboard.    B Clipart.    C Desktop.                      D Flash disk.
14. Backing up of computer data is the process of .....
- A putting data in the memory of the computer,  
B putting the computer in the back of the room,  
C storing an extra copy of data on the hard disk,  
D storing an extra copy on an external storage device.
15. Which input device is found in a washing machine?
- A Heater    B Keypad                      C Motor                      D Powder drawer
16. When using publishing software, what is the process of removing a portion of a graphic called?
- A Cropping                      B Cutting    C Resizing                      D Trimming
17. The process of transferring files from a computer to the Internet is called.....
- A downloading.    B forwarding,                      C surfing,                      D uploading.
18. Which shortcut key inserts a new slide in a current presentation?
- A Ctrl + M                      B Ctrl + N                      C Ctrl + 0                      D Ctrl + S
19. .... is the adjustment of the spacing between two characters to make text fit in a given space.
- A Alignment                      B Body text                      C Drop cap                      D Kerning
20. .... is the space placed between columns in a design.
- A Emphasis                      B Gutter    C Harmony                      D Scaling

**2019 (INTERNAL)**

1. An approximate value of a Gigabyte is .....
- A 1 000.    B 1 000 000.                      C 1 000 000 000,                      D 1 000 000 000 000.



2. Which of the following is not an example of a computer hardware?'  
A Compact Disk Drive      B Floppy Disk Drive    C Operating System    D Hard Disk System
3. Kawana wants to protect his computer from virus attacks. He should .  
A dean toe computer with anti software.      B clean the computer with anti-virus software.  
C dean the computer with virus software.      D dean the computer with virus malware.
4. An example of an input device is a .....  
A Flash disk.      B Screen.      C Speaker.      D Touch Screen.
5. What is the other name for the monitor?  
A Digital Display Unit    B Dot Display Unit    C Visible Display Unit      D Visual Display Unit
6. By increasing font size, which of the following is affected?  
A Colour      B Picture      C Sound      D Text
7. The right to use software is termed as.....  
A copyright.      B installation.      C licence.      D patent.
8. The speed of a CPU is measured in .....  
A Megahertz and Gigabyte.      B Megahertz and Gigahertz.  
C Byte and Terabyte.      D Byte and megahertz.
9. The icon **Aa** in word processor represents .....  
A change case.      B change font.      C word wrap.      D word size.
10. Which of the following is an automatic method far Input of data?  
A Data entry      B Data capture      C Data keying      D Data typing
11. The term that refers to the methods and equipment used to gather, process, communicate and store information is.....  
A computer processing.      B information networks.      C information technology.  
D networked computers.
12. An email can be sent using the following devices except .....  
A computer.      B fax.      C mobile phone.      D tablet
13. Which of the following commands is found in a spreadsheet?  
A AutoSum    B Speller    C References    D Paragraph



14. Thesaurus helps to ...

- A copy and paste.    B find similar words.    C find-replace text.    D search and paste.

15. What are the two commonly used printers?

- A Dot matrix and laser Jet.    B laser Jet and inkjet.  
C plotter and dot matrix.    D plotter and inkjet.

## 2018(INTERNAL)



1. The CPU can be classified as ..... device.

- A input                      B output                      C processing                      D storage

2. Which of the following is used to insert a drawing done by a user into a word document?

- A Chart                      B ClipArt                      C Picture                      D WordArt

3. The electronic parts inside a computer are called .....

- A Electronware.    B Firmware.    C Hardware.    D Physicalware.

4. The recycle bin can .....

- A copy.                      B compress.                      C store.                      D archive.

5. A memory stick is a type of. ....

- A magnetic storage.    B optical state storage.    C sequential storage.    D solid state storage.

6. A computer virus is a .....

- A copyright.                      B hardware.                      C liveware.                      D software.

7. One function of an operating system is to .....

- A control the resources of a computer.                      B create spaces between paragraphs.  
C create spaces between lines.                      D control the authenticity of a computer.

8. The legal agreement between the software maker and the user of the software is called .....

- A copyright licence agreement.                      B data integrity .  
C end-user licence agreement.                      D software product.

9. Which one of these is the strongest password?  
A. 2018                      B. BBB B D.                      C. B? 18 dr!4.                      D. Peter 3.
10. The intersection of a column and a row in a spreadsheet is called .....
- A Address.                      B Box.                      C Cell.                      D Grid.
11. Importing involves .....
- A cutting.                      B moving.                      C scanning.                      D uploading .
12. How can backache be prevented when using the computer for a long time? By adjusting ...
- A chair to suit user height.                      B chair to suit user wrist.  
C user height to suit chair.                      D user wrist to suit chair.
13. Which key can move the cursor backwards without deleting text in a document?  
A Backspace                      B Down arrow key                      C Enter                      D Left Arrow Key
14. Computer networks that are connected between distant towns are called .....
- A LANS                      B MANS                      C. WANS                      D. Wi-Fi
15. Which of the following is an example of page orientation?  
A Case                      B Cursor                      C Landscape                      D Margins

**2017(INTERNAL)**

1. An example of a computer software is ...  
A. ATM card.                      B document.                      C touch screen.                      D virus.
2. Which of the following is a threat to the well-functioning of a computer?  
A. Keeping the door open for air to enter.                      B Locking the computer lab.  
C Learners typing work all the time.                      D Using the computer the whole day.
3. Sitwala lost two documents he had saved on the computer and could not find them in the recycle bin either. This could have been caused by ...  
A Backspace.                      B Delete key.                      C Undo command.                      D Virus action.
4. A photocopier is not classified as an output device of the computer because it...

- A cannot print without a computer.  
B cannot be connected without a computer.  
C produces hardcopy from hardcopy without a computer.  
D produces hardcopy from softcopy without a computer.
5. Mainframe computers allow several users to work at the same time. This is referred to as ...  
A multi-tasking.      B multi-user.      C collaboration.      D cooperation.
6. Mr Chanda wants to safeguard learners' records stored on a computer. How many times should he backup the records?  
A Everyday      B Once a month      C Regularly      D Twice
7. How many bytes make up 2 kilobytes?  
A 8 bytes      B 16 bytes      C 200 bytes      D 2000 bytes
8. The SAVE AS command is used to ...  
A delete the backup document.  
B delete the original document.  
C rename a saved document.  
D rename a saved folder.
9. Use the picture below to answer the question that follows.



- Two devices which can read the data above are ...  
A Barcode Reader and Wand.      B Code and Bar Reader.  
C Code and Line Reader.      D Optical Character Reader and Wand.
10. In a spreadsheet, the cell address C9 means ...  
A Column 9 and row C.      B Column C and row 9.  
C Column C and column 9.      D Row C and Column 9.
11. Scrolling is ...  
A clicking the mouse on an icon.      B dragging the mouse on desktop.  
C moving an icon from one place to another.      D using the mouse to move through a document.
12. The instruction "Divide the sum of B2 and B3 by the contents of B1" can be entered in a spreadsheet as ...  
A = (B1/B2+B3.      B = B2+B3/B1.      C = (B2+B3)/B1.      D = B1/(B2+B3).
13. Which of the following devices can a user get to read an E-book?

**A** DVD      **B** Flash disk      **C** Printer      **D** Tablet

14. Preparing an application program to run on a computer is known as ...

**A** copying.      **B** downloading.      **C** installing.      **D** starting.

15. To prevent unauthorised users on the network, users are always required to...

**A** cold boot.      **B** log on.      **C** reboot.      **D** connect.

## 2016 (INTERNAL)



2016

1. Which of the following statements best describes what a computer program is?

- A The input stage of computing that gets data needed.
- B The step by step instructions that tell the computer what to do.
- C The step by step user manual on how to operate the computer.
- D The output stage of computing that outputs data needed.

2. Data are ...

- A letters entered into the computer.
- B numbers entered into the computer.
- C unprocessed facts entered into the computer.
- D processed facts obtain from the computer.

3. Which key on a computer keyboard can be used to delete text in a word document?

**A** Alt      **B** Backspace      **C** Esc      **D** Shift

4. The binary digits 1 and 0 are called ...

**A** bits.      **B** codes      **C** signal.      **D** text.

5. Which of the following ports are suitable for connecting a USB printer?

**A** Serial port      **B** Parallel port      **C** Universal Serial Bus port      **D** Universal Sequence Backup Port

6. Which of the following home appliances has no microprocessor?

**A** Steam pressing iron      **B** DVD player      **C** Television      **D** Microwave oven

7. What can be found on the desktop of computer screen? ...

**A** Menu      **B** Icons      **C** Commands      **D** Scroll buttons.

8. The ..... is a part of a computer where calculation, searching and sorting of data is carried out.

**A** Read Only Memory (ROM)      **B** Random Access Memory (RAM)  
**C** Central Processing Unit (CPU)      **D** Backing Storage Unit (BSU)

9. Which of the following is a network of computers that are found in one building?

**A** LAN      **B** PAN      **C** SAN      **D** WAN

10. An Uninterruptable Power Supply (UPS) unit can be used to ...

- A protect the computer from solar power.                      B backup computer data.  
 C protect the computer from power blackouts.                D protect the computer from virus blackouts.
11. .... operating system lets many users at different terminals to share processing time on a powerful central computer.  
 A Multi-tasking            B Mufti-programming            C Real-time            D Multi-user
12. Formatting a disk results in all the data being erased from the ...  
 A storage media.        B screen.        C keyboard.            D printer.
13. Which of the following software will be loaded first to the memory when the computer is switched on?  
 A Spreadsheet software        B Word processing software  
 C Operating system software        D Presentation software
14. The type of computer which allows a user to input, edit and output audio is ...  
 A multi media computer.        B multi audio computer.        C music computer.        D speaker computer.
15. What is the best way to prevent data loss on the computer?  
 A Use a bigger computer        B Not to use laptops            C Backup the printer        D Backup the data

**2015 (INTERNAL)**

1. Name a device which can be used both for input and output of data.  
 A Printer        B Touch screen        C Soft screen            D Soft touch
2. Which of the following statements best describes the action the computer performs to process data?  
 A Input -> storage/processing -> feedback    B Input -> output/processing -> storage  
 C Input -> processing/storage -> output        D Feedback -> input -> processing/storage
3. A microprocessor is a ...  
 A set of instructions.    B storage for instructions.    C piece of software.    D piece of hardware.
4. RAM stands for...  
 A Random Access Media.                      B Random Access Memory.  
 C Random Advanced Memory.                D Random Active Memory.
5. The space on the hard drive is measured in ...  
 A megahertz.            B megaamps.            C megabytes.            D megawatts.
6. Which type of operating system is used in factories to control machines automatically?  
 A Multiuser system    B On-line system        C Real time system    D Single user system
7. What term is used to describe the process of correcting and making changes to a document?  
 A Auditing        B Editing                      C Spell checking            D Find and replace
8. What is the correct formula for dividing B1 by the sum of B2 and B3 in a spreadsheet?  
 A = B1/(B2 + B3)        B = B1 \*(B2 + B3)        C = B1\ (B2 + B3)        D = B3 + (B2/B1)



2015

9. A ... can be used quickly to locate information on the internet.  
 A quick locator      B quick finder      C search finder      D search engine
10. What should a user do to a computer not responding to commands?  
 A Switch it off      B Switch it off and on      C Plug it out      D Plug it out and in
11. The CPU is the device that...  
 A stores data.      B processes data.      C prints data.      D inputs data.
12. Gaining unauthorized access to a computer system and changing the data is known as ...  
 A breaking.      B hacking.      C spamming.      D stealing.
13. When a user saves an existing document with a different name, what happens to the original document?  
 A It is lost      B It is kept      C It is moved      D It is replaced
14. Back and neck problem which results from the use of the computer can be reduced by using ...  
 A a fully adjustable chair for correct posture.      B a higher chair.  
 C a back and neck fitter.      D an ergonomic keyboard.
15. A legal right given to the publisher or owner of a software is called ...  
 A publication rights.      B user rights.      C software rights.      D copyrights.

### 2014 (SPECIMEN)

1. A computer is .....
- A an electronic machine found in an office.  
 B an electronic device which is useful.  
 C an electronic device used to input, process, output and store data.  
 D An electronic machine which is more intelligent than a human being.
2. Which of the following is not an output device?  
 A Monitor      B Printer      C Projector      D Scanner
3. Repetitive Strain Injury (RSI) can be increased by the use of a •••  
 A digital camera.      B keyboard.      C modem.      D printer.
4. Why is it important to install antivirus software on a computer?  
 A To protect computers from thieves  
 B To protect user's information from unauthorised people  
 C To protect computers from malicious programs which may delete or change information.  
 D To protect computers from being damaged due to power failure.
5. .... is equal to 1 024 kilobytes.  
 A Bit      B Gigabyte      C Megabyte      D Terabyte



2014

6. Which of the following terms describe the physical parts of a computer?  
A Software                      B Malware                      C Hardware                      D Discware
7. .... is a computer presentation that combines text, sound, animations, video and graphics.  
A Composite                      B Compound                      C Multimedia                      D Multimix
8. Why is it important to use an Uninterruptible Power Supply (UPS) on a computer?  
A It makes the computer fast  
B It backs up files  
C It allows for saving of important work when there is a power failure  
D It allows for deleting of unnecessary files and folders.
9. ROM stands for .....
- A Reading Of Memory.      B Read Only Memory.      C Reading Over Memory.      D Read On Memory.
10. A ..... is a device that can be used for both input and output.  
A touch screen      B mouse      C keyboard      D joystick
11. A software that can be downloaded without paying for it is called •••  
A freeware.      B open source.      C proprietary.      D shareware.
12. How can a computer user put a picture on the Internet?  
A Uploading                      B Surfing                      C Downloading                      D Browsing
13. A grade 8 pupil accidentally deleted a file on a computer. Where can it be restored from?  
A Task bar      B Recycle bin                      C My document                      D Menu bar
14. Which of the following is the correct order of moving a sentence from one position to another in a document?  
A Copy and paste      B Cut and paste                      C Paste and copy                      D Paste and cut
15. .... is a device used to mark shaded multiple choice answers on answer cards.  
A Barcode Reader                                      B Magnetic Mark Reader  
C Magnetic Ink Mark Reader                      D Optical Mark Reader



## SECTION: B

2020 (INTERNAL)

1. To read cheques, banks use ..... while information on products sold in supermarkets is captured using ..... and to mark multiple choice examinations the..... is used.
2. A computer is made up of the..... and .....



2020

3. In a spreadsheet, you can enter values, ..... and labels.
4. The parts of a mail box of an email system include spam, ..... and .....
5. A collection of pictures stored in a word-processor to choose from is called ..... and a collection of documents is stored in a .....
6. Switching a computer on from shutdown is known as ..... and restarting it while it is on is known as .....
7. Features of a word processor include ..... and .....
8. The general term for business done using the Internet is .....
9. Commonly used ports of desktop computers are for connecting..... and .....
10. The two types of Desktop Publisher (DTP) frames for entering information are ..... and.....

**2020 (EXTERNAL)**

2020

16. .... is part of the main memory that is permanent.
17. A printer that is disconnected from the computer system is said to be .....
18. The moving of selected text from its location in a word document to another location in the same document is ..... and .....
19. The unit of measurement of speed of the Central Processing Unit is known as .....
20. The identity given to a user on a computer is ..... and the unlocking code or key for the user account is ...
21. The presence of..... in laptops allows laptops to operate without being connected to a source of electricity.
22. The two examples of point and click input devices are and ..... ..
23. A tiny Processor that controls some household appliances such as a washing machine is known as .....
24. .... is a website that helps users to find information on the internet by typing key words or phrases.
25. .... are lines of varying thickness found on items sold in a supermarket.
26. The person who gains unauthorised access to a computer is called a ..... while the unauthorised gaining of access to a computer is .....
27. Companies that provide internet access to users are called .....
28. The spreadsheet cell that is currently selected is called .....
29. The process of restarting a computer that is already on is known as .....
30. The Graphical User Interface (GUI) is made up of ....., Icons,..... and pointer.





2020

**2020 (SPECIMEN)**

1. The use of icons and windows are characteristics of ..... interface, while the use of text only is done in the ..... interface.
2. Deleted files and folders can be restored from .....
3. To ..... is to spin an object to the left or right.
4. In excel, a large range of data can be summed up by selecting a tool button called.....
5. On the keyboard, the .....key deletes the text to the left of the cursor and the ..... key moves the text to the next line.
6. .... is a kind of memory which is both static and non-volatile.
7. The ..... is a vertical line that indicates where text should be typed.
8. A ..... is like an upside down mouse and the user ..... the ball when using it.
9. The two resources that are most likely to be shared in a computer network are ..... and.....
10. The instructions that tell the computer how to carry out the processing tasks are referred to as computer .....
11. A device which is not connected to a CPU is known as .....
12. The two examples of household appliances that are controlled by an embedded microprocessor are ..... and .....
13. .... is the PowerPoint feature that is used to apply motion effects to different objects of a slide.
14. The ..... is a network of networks in which millions of computers exchange information around the world.
15. .... is a set of standard graphic designs which can be inserted in the work.



2019

**2019 (INTERNAL)**

16. The part of the central processing unit where calculations are performed and logical comparisons made is the .....
17. A file sent with an e-mail message is known as .....
18. A ..... is a device used to connect the computer to the internet.
19. An unordered list in a word processor is done using ..... whereas an ordered list is created using ..... Icon.
20. ....software controls the operations of the computer and ..... software performs user required functions.

21. A ..... is a program that enables users to navigate the world wide web.
22. A ..... is a program that affects smooth operations of a computer and destroys computer files.
23. .... is memory held on a chip that can have its contents changed by the user.
24. Video output on a smart phone is seen on its ..... while audio output is obtained through the.....
25. 2479MBY is an example of..... characters
26. In a spreadsheet, the symbol used for division is ..... whereas the symbol for multiplication is .....
27. A ..... is a pattern of thick and thin lines on a product.
28. An example of secondary memory on a computer is .....
29. A ..... device is any piece of hardware that is connected to the system unit.
30. Computers use only two digits to process data and these are ..... and.....

### 2018 (INTERNAL)

16. The only time the cursor moves from right to left is when text is ..... aligned.
17. A ..... and a ..... can both be used to capture images in a document being typed.
18. Video conferencing makes use of computers, communications equipment and . . .....
19. A network formed using two phones to exchange music is called .....
20. A computer system consists of four major hardware components: input, ....., ..... and .....
21. The common name for the Return Key is the .....
22. The ..... printer produces output by spraying smaller drops of ink on paper.
23. A ..... is a set of instructions that tells the computer what to do.
24. An ..... is an electronic form of a letter sent from one user to another using the .....
25. .... is making use of many media such as text, images, sound, animation and video.
26. What term is used to describe adding motion to graphics on a computer slide presentation?
27. .... is the keeping of computer files for future reference in case of loss of original file.
28. The ..... key is used to start a new line in a word document.
29. Unauthorised use of an ICT system with a view to change data is called .....
30. Alphanumeric refers to ..... and .....



2018

### 2017 (INTERNAL)

- 16 Arrange the following storage devices in descending order of size.



2017

Local hard disk, CD and DVD.

- 17 Unauthorised use of computer system with a view to seeing or changing data is referred to as .....
- 18 In a word processor, the cutting off of the unnecessary background of a picture is called .....
- 19 The acronym I.S.P stands for .....
- 20 The danger of a virus is to ..... and ..... computer files.
- 21 Dragging a mouse over text is called ..... or .....
- 22 If you delete a word in a document by mistake, you can use the ..... to put it back.
- 23 A ..... is an input device which works like a mouse.
- 24 An example of keys which occur twice on the keyboard are ..... and .....
- 25 In a program, a menu shows a list of.....
- 26 ..... screens are sometimes used as input devices for multimedia systems.
- 27 With ..... communication, data travels through the air.
- 28 If a password is entered wrongly three times the computer will .....
- 29 A desktop publishing program, can be used to create .....
- 30 When working in a word processor, copying a graph from a spreadsheet is known as .....

## 2016 (INTERNAL)



2016

- 16 The..... button is used to add up numbers quickly in a spreadsheet.
- 17 The ..... represents something on a computer in form of a picture.
- 18 ..... is the unit for measuring the speed of the CPU.
- 19 A ..... and a ..... are two examples of optical storage media.
- 20 The margin in a document determines how much..... Is left between the edge of the page and the .....
- 21 A ..... is a malicious program that copies itself and destroys computer files.
- 22 To read account numbers of cheques at a bank ..... reader is used.
- 23 In serial access used by a tape, data Is read from .....
- 24 To use a computer network, a user must first log on by entering the user ID and..
- 25 Cameras that do not require film and can transfer Images and video Into the computer are called ..... cameras.
- 26 ..... Is an example of an ..... software used for creating, formatting and editing of documents on a computer.
- 27 ..... allows users to find a website even If they do not know the Universal Resource Locator (URL).
- 28 In a word processor, a line that blinks to Indicate where to type Is called a .....
- 29 To ..... Is to remove a ..... no longer needed on the computer.

30 A program stored in ... of the computer directs the computer to start up each time you switch on.

### 2015 (INTERNAL)

16 A ..... is the hardware that allows a computer to produce audio output.

17 1,410,000,000 bytes is the same as ..... gigabytes.

18 To protect data, a user must input a ..... each time to log on.

19 A ..... is a collection of two or more computers that are connected to each other allowing them to ..... resources.

20 The two main categories of software are ..... and .....

21 ..... is making data unreadable during transmission over a network.

22 E-commerce means doing business using .....

23 A computer program that aids a computer user to complete a task is called ... ..

24 A network system designed and created to cover only an individual's digital devices in a home is called...

25 A computer system does not understand human readable language but understands ..... only.

26 A ..... is a storage on medium which ..... is read using light

27 A program stored in ..... of the computer directs the computer to ..... each time the computer is switched on.

28 The two examples of operating system interface are the ..... and .....

29 To re-visit a webpage recently viewed the ..... button is used.

30 ..... is the pressing of a mouse button twice in rapid succession.

### 2014(SPECIMEN)

16. A ..... is an input device that can be used to input sound into a computer.

17. To increase space on a computer, unwanted files and folders must be .....

18. If a computer is becoming very slow, it may be .....

19. .... and Digital Versatile Disks (DVDs) are called optical media because .....is used to read data from them.

20. Two devices that can produce softcopy output are ..... and .....

21. The buying and selling of goods and services through the internet is called .....

22. The box where data is entered in a spreadsheet is called a .....

23. .... makes a presentation graphic to be moving when played.

24. ....is the term used to refer to the process of starting up a computer.

25. The type of software that is used to handle specific tasks on a computer is called .....

26. .... is the connecting of two or more computers so that they are able to...data, information and resources



2015



2014

- 27. Random Access Memory (RAM) can lose its ..... when power is switched off because it is .....
- 28. Two devices that can be used to connect a computer to the internet are .....and .....
- 29. It is important to ..... work in order to prevent loss of data when working on a computer.
- 30. A printed page can be electronically transmitted from one office to another by .....



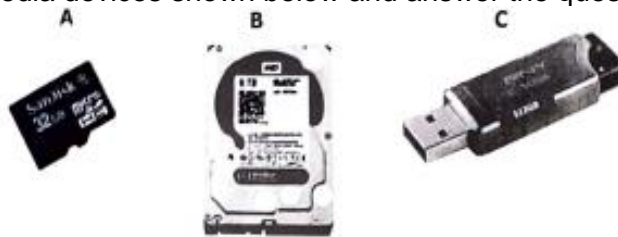
## SECTION: C

### 2020 (INTERNAL)

1. Study the storage media devices shown below and answer the questions that follow.



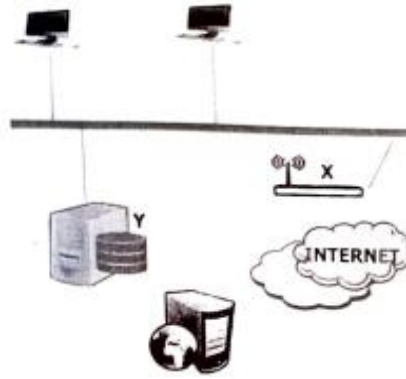
2020



- (a) Identify the storage devices above.
  - (b) Use letters A, B and C to arrange the above devices in decreasing order of storage capacity.
  - (c) Why is A used on phones or digital cameras instead of B?
2. Study the diagram below fa spreadsheet extract which shows two separate ranges of numbers and answer the questions that follow.

	A	B	C	D	E	F	G
1	40						
2	60						
3							
4							
5	70						
6	80						
7	90						
8							
9							
10							
11							

- (a) Explain how you can highlight the separate ranges of data.
  - (b) How can you move highlighted content in (a) above to Column D?
  - (c) The current sheet is saved as Expenses, explain how to rename it as Income.
3. Part of a network at Kalembela School is shown below. Study it and use it to answer the questions that follow.

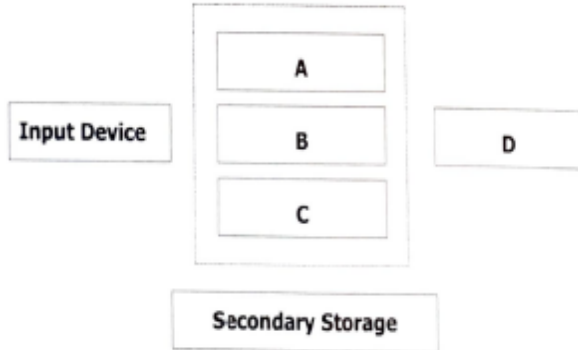


- (a) What network is shown above?
- (b) What is the purpose of hardware X and Y on the network?
- (c) State **two** disadvantages of this network.
- (d) What term is used to describe [www.exams-council.org.zm](http://www.exams-council.org.zm)?
- (e) Identify the parts numbered 1, 2, and 3

in [www.exams-council.org.zm](http://www.exams-council.org.zm).

1
2
3
4

4. The diagram below represents the main parts of a computer system. Use it to answer the questions that follow.

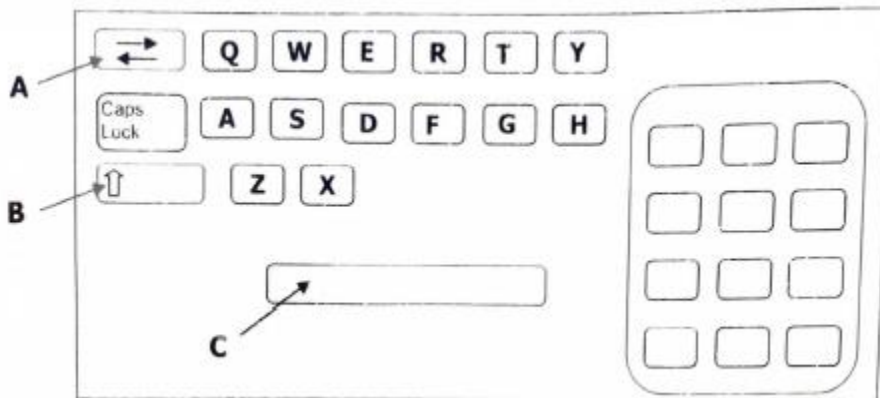


- (a) Name and describe the components labelled **A** to **D**.
  - (b) On the diagram above, use arrows to indicate the direction of how data flows in a computer.
5. Lemelelo bought a computer to use at home during the lockdown period of COVID-19, for e-learning and shopping.
- (a) Name two things required for him to be connected to enable e-learning and shopping to take place.
  - (b) State two things which Lemelelo should guard against once on the Internet

(c) How should Lemelelo protect himself from the concerns in (b) above?

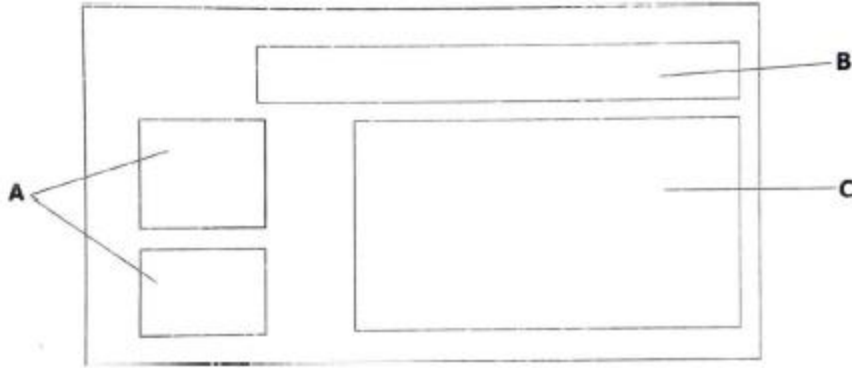
**2020 (EXTERNAL)**

31.



2020

- (a) Name the parts labelled A and B.
  - (b) State one function of the part labelled A.
  - (c) Explain what happens to the text insertion point when part C is pressed twice.
  - (d) What health problem can be caused by using the above input device for long periods of time?
- 32.** Weluzani, a learner at Chato Secondary School, uses a wireless network connection to the internet for research.
- (a) What is a wireless network?
  - (b) State one advantage and one disadvantage of wireless network.
  - (c) Mention one hardware equipment needed for Weluzani's computer to have a wireless connection on the internet.
  - (d) Give two methods the school can use to prevent unauthorized access to its wireless network.
- 33.** Mobile phones such as Smart phones are common computing devices available now.
- (a) State two operations done by a mobile phone which the computer can also do
  - (b) Give two other computing devices apart from a computer and a Smart phone.
  - (c) Give two ways a computer can be used to change data into information.
  - (d) State two ways a computer can be used at a Police station.
- 34.** The diagram below shows the layout of an application software as seen in normal view.



- (a) What is the name of the application software which has the layout shown above?
- (b) Identify the parts labelled A and B.
- (c) Mention one example of data that can be inserted in part C apart from text.
- (d) Write down two tasks that can be done using this application software.



2020

**2020 (SPECIMEN)**

1. Today, people use many forms to telecommunications such as electronic mail to relay information.
  - (a) Explain what electronic mail is.
  - (b) Write an example of a valid email address.
  - (c) State **one** advantage of using electronic mail.
  - (d) Give **one** situation where an electronic mail would fail to reach the recipient.
2. Computers are a common feature in many places.
  - (a) Name **two** components of a computer system.
  - (b) Give **one** action that a computer system performs.
  - (c) State **one** health issue associated with the use of a computer system.
  - (d) Give **one** safety risk of using a computer system.
3. Study the table below and answer the questions that follow:

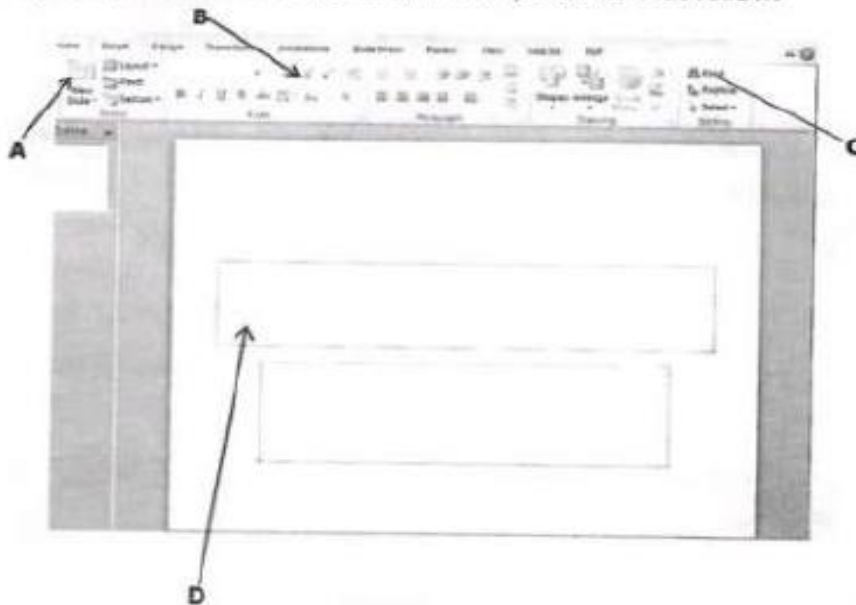
	A	B	C	D	E	F	G
1							
2	SUBJECTS						
3	S/No.	Name of Pupil	English	Maths	Computer Studies	Social Studies	Total marks
4	243	Hangombe	60	50	68	60	238
5	124	Kimavu	80	58	79	50	267
6	340	Bweupe	75	70	40	58	243
7	222	Likezo	50	66	63	62	241
8	180	Mabvuto	75	65	65	62	267



- (a) What is the name of the application program in which this data was entered?
- (b) Write the formula that was entered in Cell G4 to calculate the total marks.
- (c) Name the feature used to create a single cell with the heading entitled 'SUBJECTS'.
- (d) List the names of pupils with the same total marks.
- (e) Give one in-built function found in the application program shown in the table.
4. (a) What is a Desktop publishing program?
- (b) State two graphic elements that can be used when designing a business card.
- (c) Explain how an image can be integrated into a business card.
- (d) State two features of a Desktop publishing program.
- (e) Give two products that can be created using Desktop publishing program.
5. (a) What is Computer Based Learning.
- (b) State one multimedia device that can be used in Computer Based Learning.
- (c) State one multimedia software that can be used in Computer Based Learning.
- (d) Give one advantage of Computer Based Learning.
- (e) Give one disadvantage associated with Computer Based Learning.

**2019 (INTERNAL)**

31. Study the picture below and answer the questions that follow.



2020

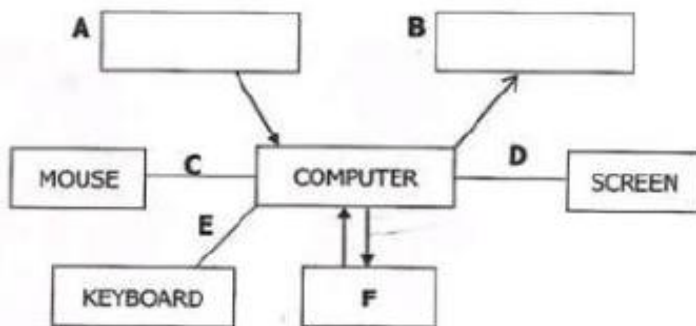
- (a) Give the name of the application shown above.
- (b) Name the parts labelled A, B and C.
- (c) Give one use of part D.
- (d) What is the function of the feature C?

32. The picture below shows a card used in a transaction system. Study it and answer the questions that follow.



- (a) Name this card.
- (b) Give one item of data that should be entered in the system in order to use the system with this card.
- (c) Give one example of information stored on the card.
- (d) E-commerce is now accepted by many users. What is meant by E-commerce?
- (e) State two advantages of using the above card when making transactions.
- (f) Give one situation where the card would fail to make transactions go through
- (g) Name a device similar to part X.

33. Study the diagram below and answer the questions that follow.



- (a) Show the direction of data movement by putting arrows on lines C, D and E.
- (b) Add another input device and another output device in boxes A and B.

34.

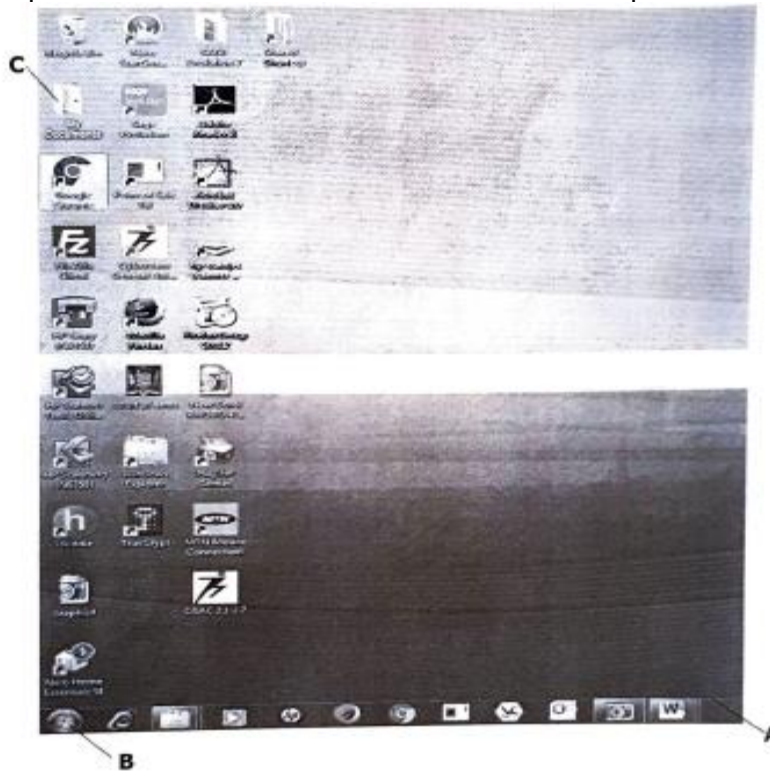
- Explain the meaning of the term LAN.
- Give one disadvantage of networking computers.
- What do the letters SAN stand for in networks?
- Name a device that changes digital data into analogue signals and analogue signals to digital data.
- Give one example of crime committed using computers.



2018

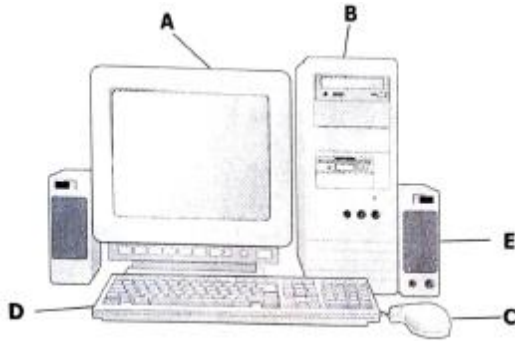
2018(INTERNAL)

31. Study the picture of the interface below and answer the questions that follow



- Give the name of the user interface shown above.
- Identify parts labelled A and B.
- What is the use of part C?
- From the diagram, which icon can be double clicked to open the internet?
- Name two folders shown in the diagram above.

32. The figure below shows a computer system.



- (a) Apart from the devices C and D, name two other devices not shown in the figure which can be used to input data.
- (b) Give one device from the diagram which can be useful for a person who is physically disabled.
- (c) State the part on the diagram where inspecting of data entered takes place.
- (d) On a smart phone the functions of device Care done by .....
- (e) Write down two advantages of using laptops rather than desktop computers.

33. Study the diagram below



- (a) Name the parts labelled **A** and **B**.
- (b) Give the cell reference for the part labelled **B**.
- (c) State **two** uses of this application in our day to day life.
- (d) Write down the use of the part labelled **A**.

34. Computers are a useful tool in homes and schools.

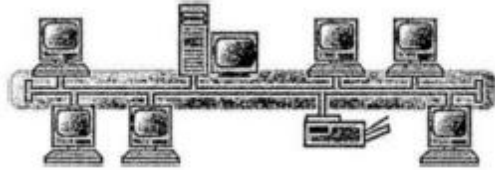
- (a) Give **one** negative effect of using computers.
- (b) State **two** health problems associated with using computers apart from backaches.
- (c) Explain **two** ways or methods that can be used to protect information on computers in schools.

**2017 (INTERNAL)**



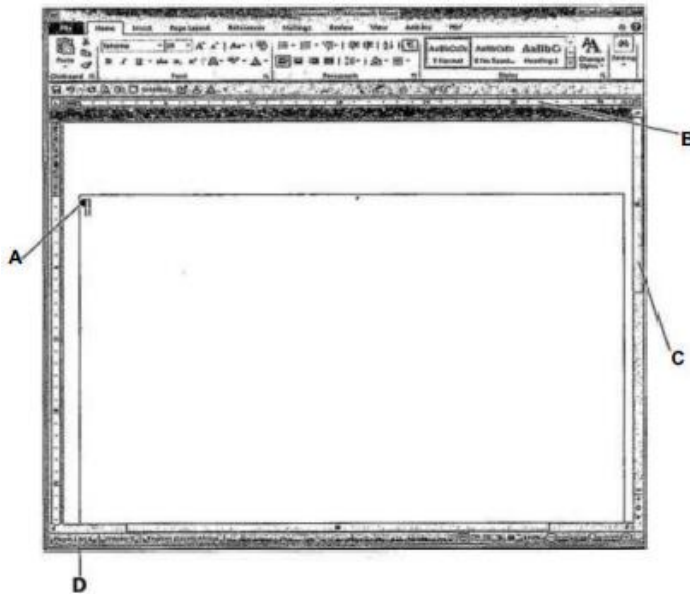
2017

31 Study the diagram below and answer the questions that follow.



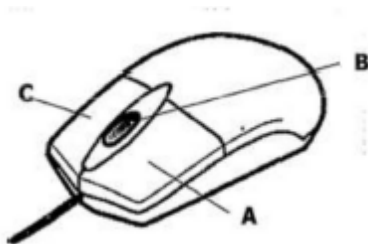
- (a) What is the type of network shown above?
- (b) State one item shared in this network.
- (c) Give the requirement needed for one to access this network.
- (d) Give **one** place where this type of network can be used.

32 Study the picture of an application shown below and answer the questions that follow.



- (a) Name items labelled A, B, C and D.
- (b) When could the status at D read 2 of 3? Explain.
- (c) Give two uses of part B.
- (d) Name the feature of a word processor which saves work at regular intervals.

33 The picture below shows a computer mouse.



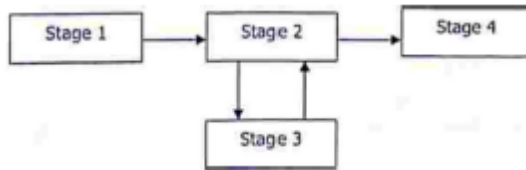
- (a) Name the parts labelled A, B and C.
- (b) What is the function of part B when working in a document?
- (c) What would happen if a user clicks part C on a Desktop?
- (d) What is the term used to refer to two successive clicks of Part A?
- (e) Why do users prefer using the mouse other than a keyboard in a Graphical User Interface?

34 Mwandamando runs an NGO that takes care of street kids. The NGO has agents who capture information about the street kids.

- (a) Mention a piece of software that can be used to edit
  - (i) images of street kids,
  - (ii) records of each street kid.
- (b) List one hardware device and a software that can be used to present a report about the street kids to an audience.

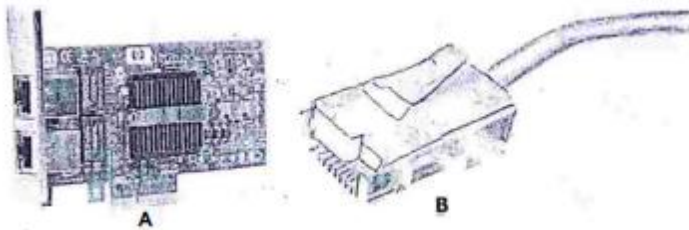
### 2016 (INTERNAL)

31. The diagram below shows the four basic actions of the computer to produce information.



- (a) State one device that can be used at stage 3 and one that can be used at stage 4.
- (b) Name stage 1 and stage 3.
- (c) What action is done at stage 2?

32 The pictures below show different hardware devices found on a computer network.



- (a) Name the two hardware devices A and B.
- (b) Give two uses of a computer network.
- (c) (i) Give one advantage of a wireless network.
  - (ii) Give one disadvantage of a wireless network.
- (d) Give two ways of protecting computers on a network.



2016

33 The following is a sample of an e-mail address of pjbanda.

pjbanda@examsCouncil.org  

  
A
B

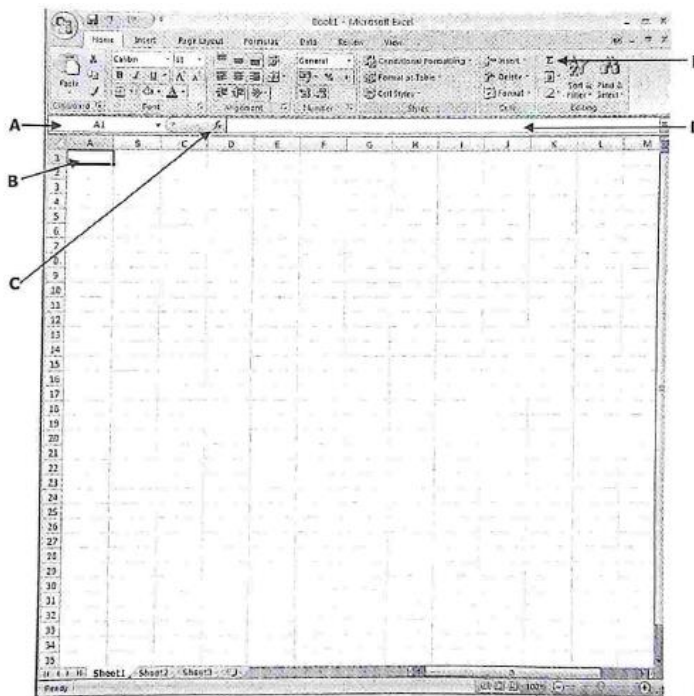
- (a) Name parts A and B.
- (b) If pjbanda receives an e-mail message from his friend, what is the name of the space where the message is kept?
- (c) Give two reasons why it is not advisable to open emails from unknown sources.
- (d) Give two reasons why users prefer to send e-mails instead of letters.

34 Beenzu and Niza have been playing a video game all day on the computer using a keyboard.

- (a) State one health problem that Beenzu and Niza may face due to the continuous use of the computer.
- (b) Give one way of preventing the health problem you stated in (a).
- (c) Give one input device that can be used to play the video game instead of the keyboard.
- (d) Give one disadvantage of playing computer games apart from health-related problems.

### 2015 (INTERNAL)

31 Study the diagram of a spreadsheet below.



- (a) Name part A.
- (b) State two types of data that can be entered in a cell labelled B.



2015

- (c) When can part C be used?
- (d) What is the use of part D?
- (e) What is the function of the button indicated by letter E?

**32** A Computer represents data as binary digits.

- (a) What are binary digits?
- (b) How many binary digits (bits) make one byte?
- (c) Name two places where analogue computers are mostly used.
- (d) Name two household appliances which are digital in nature.

**33** Kima Secondary School wants to produce a school magazine.

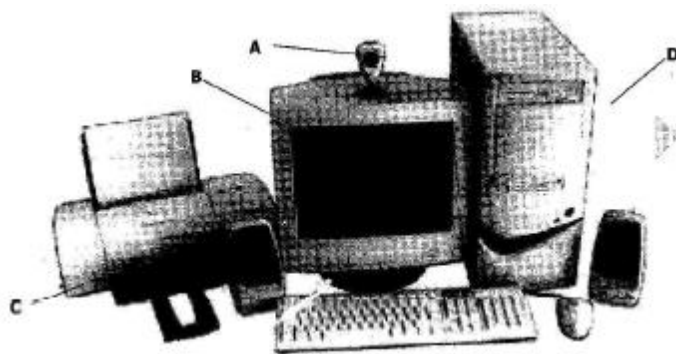
- (a) State two input devices that the school should use to capture photographs in digital format.
- (b) Name the best application software that can be used to make the school magazine.
- (c) What type of printer could be used to print the school magazine?
- (d) Give one advantage and one disadvantage of using a computer system to produce a magazine.

**34** (a) Why is a microphone unlikely to cause repetitive strain injury?

- (b) Give two situations where speech recognition systems can be used.
- (c) What application software can make musical instruments work with a computer?

### 2014(SPECIMEN)

**31.** Study the diagram of a computer system below.



- (a) Explain briefly how the device labelled A can be used on the computer system.
- (b) Give the type of outputs that are produced by device B and device C.
- (c) If part D is not responding to commands, explain two ways of resolving this problem.



2014



32. (a) State two differences between a Local Area Network (LAN) and a Wide Area Network (WAN).  
 (b) Give two advantages that a wireless network has over a wired network.  
 (c) Give two reasons why it is advisable to avoid downloading any free software from the internet?  
 (d) What program in an internet browser is used to search for information?  
 (e) Why is downloading of information from a website sometimes slow?
33. The diagram below shows a log-in screen on a network. To gain access to the network the user ID and password must be entered.

The diagram shows a log-in interface with the following elements:

- A label "User ID\*" followed by a text input field.
- A label "Password\*" followed by a password input field.
- A button labeled "Log on" positioned to the left of a second text input field.
- A link at the bottom that reads "Log on problems? Get support".

- (a) What is a password?  
 (b) What would happen if a wrong password is entered more than the maximum number of times allowed?  
 (c) Why is it not a good idea to keep using the same password for a long time?  
 (d) Give two physical ways of protecting computer systems.
34. (a) Give two negative social effects of using computers.  
 (b) Use of computers can lead to a number of health problems.  
 State one way of preventing each of the following: -
- Backache,
  - Eyestrain,
  - Electric shock.

## SUGGESTED ANSWERS

### SECTION: A

#### 2020 (INTERNAL)

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. C  | 2. C  | 3. D  | 4. A  | 5. B  |
| 6. D  | 7. A  | 8. C  | 9. D  | 10. C |
| 11. A | 12. C | 13. A | 14. D | 15. C |
| 16. B | 17. B | 18. C | 19. B | 20. C |

**2020 (EXTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. B  | 2. A  | 3. B  | 4. D  | 5. B  |
| 6. B  | 7. B  | 8. B  | 9. B  | 10. A |
| 11. C | 12. B | 13. C | 14. A | 15. B |

**2020 (SPECIMEN)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. A  | 2. B  | 3. D  | 4. D  | 5. B  |
| 6. C  | 7. A  | 8. A  | 9. D  | 10. D |
| 11. D | 12. D | 13. A | 14. D | 15. B |
| 16. A | 17. D | 18. A | 19. D | 20. B |

**2019 (INTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. A  | 2. C  | 3. B  | 4. D  | 5. D  |
| 6. D  | 7. C  | 8. B  | 9. A  | 10. B |
| 11. C | 12. B | 13. A | 14. B | 15. B |

**2018 (INTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. C  | 2. C  | 3. C  | 4. D  | 5. A  |
| 6. D  | 7. A  | 8. C  | 9. C  | 10. C |
| 11. D | 12. A | 13. D | 14. B | 15. C |

**2017 (INTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 16. D | 17. D | 18. D | 19. C | 20. B |
| 21. A | 22. D | 23. C | 24. A | 25. B |
| 26. D | 27. C | 28. D | 29. C | 30. B |

**2016 (INTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. B  | 2. C  | 3. B  | 4. A  | 5. C  |
| 6. A  | 7. B  | 8. C  | 9. B  | 10. C |
| 11. D | 12. A | 13. C | 14. A | 15. D |

**2015 (INTERNAL)**

- |       |       |       |       |       |
|-------|-------|-------|-------|-------|
| 1. B  | 2. C  | 3. D  | 4. B  | 5. C  |
| 6. C  | 7. B  | 8. A  | 9. D  | 10. B |
| 11. B | 12. B | 13. B | 14. A | 15. D |

**2014 (SPECIMEN)**

- |      |      |      |      |      |
|------|------|------|------|------|
| 1. C | 2. D | 3. B | 4. C | 5. C |
|------|------|------|------|------|

6. C  
11. A

7. C  
12. A

8. C  
13. B

9. B  
14. B

10. A  
15. D

## SECTION: B

### 2020-INTERNAL

1. Magnetic Ink Character Recognition (MICR), Barcode reader, Optical Mark Recognition (OMR)
2. Hardware and Software
3. Formulas
4. Inbox, outbox and Drafts
5. ClipArt Organizer, Folder
6. Cold boot, Warm boot(soft boot)
7. Grammar Check, synonyms, spell check
8. E-Commerce
9. Input devices(keyboard/mouse) and VGA connector (VGA cable)
10. Text boxes and Shapes

### 2020-EXTERNAL

16. Read-Only Memory (ROM)
17. Offline
18. Copy and Paste
19. Megahertz or Gigahertz
20. Username and Password
21. Rechargeable Battery
22. Mouse and Touchpad
23. Embedded Microprocessor
24. Search Engine
25. Barcode
26. Hacker and Hacking
27. Internet Service Providers (ISP)
28. Active Cell
29. Warm Boot/Soft Boot
30. Images and Menus

### 2020-SPECIMEN

1. Graphical User (GUI) and Command line or text user interface
2. Recycle bin
3. Rotate
4. AutoSum
5. Backspace and Enter Key
6. Read-Only Memory (ROM)
7. insertion point (blinking cursor)
8. Trackball and top
9. Printer and Files
10. Software
11. Offline Device
12. Washing Machine and Television

- 13. Animations
- 15. Illustrations

- 14. Internet

**2019-INTERNAL**

- 16. Arithmetic logic Unit (ALU)
- 18. Modem
- 20. System and Application
- 22. Malware
- 24. Screen and speaker
- 26. Forward slash (/) and asterisk (\*)
- 28. Hard disk/hard drive
- 30. Ones and Zeros (1 and 0).

- 17. Attachment
- 19. Bullets and Numbering
- 21. Browser
- 23. Random Access Memory (RAM)
- 25. Alphanumeric
- 27. Barcode
- 29. Peripheral Device

**2018-INTERNAL**

- 16. Right aligned
- 18. Internet(Network)
- 20. Output, storage and process
- 22. Inkjet Printer
- 24. Email, internet
- 26. Animation
- 28. Enter key/Return Key
- 30. Numbers and letters

- 17. Picture and ClipArt
- 19. Peer to peer network
- 21. Enter Key
- 23. Software/program
- 25. Multimedia
- 27. Back Up
- 29. Cracking/Hacking

**2017-INTERNAL**

- 16. Local hard disk, DVD and CD
- 18. Keying/retouching
- 20. Corrupt and delete
- 22. Undo (Ctrl+Z)
- 24. Ctrl key and Shift key
- 26. Touch
- 28. Lock itself or block user
- 30. Inserting

- 17. Cracking/Hacking
- 19. Internet Service Provider
- 21. Highlighting or selecting text
- 23. Trackball
- 25. Options or Commands
- 27. Wireless
- 29. Calendar, posters, flyers, cards, etc

**2016-INTERNAL**

- |   |   |
|---|---|
| 16. Alt                                       | 17. Icon                                    |
| 18. Megahertz or Gigahertz                    | 19. CD-ROM and DVD-ROM                      |
| 20. Spacing, ... main content                 | 21. Worm(Virus)                             |
| 22. Magnetic Ink Character Recognition (MICR) | 23. The beginning (first) to the end (last) |
| 24. Password/PIN                              | 25. Digital                                 |
| 26. Ms word, ..... application                | 27. Search engine                           |
| 28. Cursor                                    | 29. Delete, ..... file                      |
| 30. ROM                                       |   |

**2015-INTERNAL**

- |   |                                   |
|---|-----------------------------------|
| 16. Speaker                                   | 17. 1.41GB                        |
| 18. Password/PIN                              | 19. Network, Share                |
| 20. Application, System                       | 21. Encryption                    |
| 22. Electronics/Internet                      | 23. Utility Program (Application) |
| 24. Personal Area Network (PAN)               | 25. 1s and 0s (machine language)  |
| 26. Optical drive, Data                       | 27. ROM, Start(boot)              |
| 28. Graphical User Interface and command-line | 29. Back or forward               |
| 30. Double-clicking                           |                                   |

**2014-INTERNAL**

- |                                     |                                |
|-------------------------------------|--------------------------------|
| 16. Microphone                      | 17. Deleted                    |
| 18. Infected by a malicious program | 19. Compact Disks (CDs), light |
| 20. Scanner, Camera                 | 21. E-commerce                 |
| 22. Cell                            | 23. Animations                 |
| 24. Booting                         | 25. Utility Program            |
| 26. Networking, Share               | 27. Data, volatile             |
| 28. Modem, Router                   | 29. Save                       |
| 30. Fax machine                     |                                |

**SECTION: C**  
**2020-INTERNAL**

1.

- (a) A- Memory Card      B- Hard disk/drive      C- Flash disk/Memory stick
- (b) B, C and A
- (c) It is sufficient to meet the requirement/ portability and mobility of device A

2.

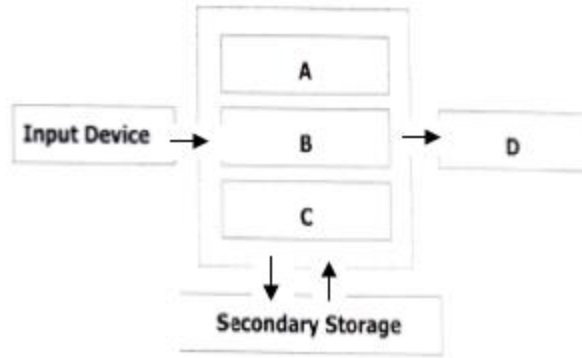
- (a) Hold the Ctrl key while selecting the cells
- (b) By dragging (after highlighting and selecting the content, the selected content can be dragged to column D by moving the mouse from column A towards column D. **OR** Cut the highlighted content and paste in column D.
- (c) Point the mouse to expenses and right click to see options and choose rename.

3.

- (a) Local Area Network
- (b) X – is a router, it enables the computers to connect to the internet.  
Y – is a server, it accesses, holds and transfers files and data from one computer to another computer over the computer network.
- (c) It is expensive to setup,      Covers Limited Area
- (d) Domain or URL (Uniform Resource Locator).
- (e) 1 – Subdomain      2 – Domain Name      3 – top level domain/ domain extension

4.

- (a) A - ALU: performs mathematical calculations **OR** Control Unit: Controls all functions of the computer  
B – RAM: holds data and instructions temporarily, volatile in nature.
- (b) C - ROM: holds data and instructions permanently. Non-volatile in nature  
D – Output: display data and information to the user.
- (c)



5.

- (a) Modem/Router and ISP (Internet Service Provider)
- (b) Cyber-crime, cyber bullying and Malicious software
- (c) - Visit and Download software well known websites  
- not opening and reading anonymous emails.

## 2020 (EXTERNAL)

31.

- (a) Part A – Tab Key (tabulator key or tabular key)                      Part B – Shift Key
- (b) The tab key  $\text{↵}$  on a **keyboard** is used to move the cursor to the next tab stop.
- (c) The text insertion point moves twice to the right.
- (d) Repetitive Strain Injury (RSI).

32.

- (a) A Wireless network is computer network that is **not** connected by cables of any kind.
- (b) **Advantages** – Increased efficiency, Security, Less expensive, access and availability.  
**Disadvantages** – expensive to set up, transfer speed is slow, risk of data leak, difficult to set up.
- (c) Network Card or a Modem
- (d) 1. Use strong passwords      2. Keeping the Firewall On.

33.


- (a) 1. Perform Calculations                      2. Browsing the internet.
- (b) 1. Tablet                      2. Personal Digital Assistant (PDA)
- (c) Performing calculations, generating reports, presentations, creating multimedia files
- (d) Record keeping, Tracking System, communications systems

34.

- (a) Microsoft PowerPoint
- (b) Part A – Slides                      Part B – Ribbon

- (c) Audio, images, videos (Multimedia files).
- (d) 1. Creating Presentations            2. Creating Slide Shows

**2020 (SPECIMEN)**

1.
  - (a) It is a method of exchanging messages or 'mail' between people.
  - (b) thomas@gmail.com
  - (c) delivered extremely fast, Cheap.
  - (d) If the receiver's email address is wrongly spelt or if sender does not have an internet connection.
2.
  - (a) Input, Output, Process, Storage
  - (b) Processing data – Converting data to information
  - (c) Repetitive Strain Injury (RSI), Eye Strain
  - (d) Long and hanging cables, Overloading sockets and adaptors, can cause accidents
3.
  - (a) Microsoft Excel
  - (b) =SUM(C4:F4) or =C4+D4+E4+F4
  - (c) Merge and Centre
  - (d) Kimavu and Mabvuto
  - (e) AutoSum(), AVERAGE(), COUNT(), COUNTIF(), etc.
4.
  - (a) It is a program that allows design and layout of documents like cards, magazines, flyers, and so on in a computer.
  - (b) Logo, shape and Layout
  - (c) On the insert tab, click Pictures  . In the Insert Picture dialog box, browse to the location with the picture that you want to insert into the business card, and then double-click the picture
  - (d) Layout, text and graphic tools
  - (e) Calendar, birthday card, magazines, flyers, posters
5.
  - (a) Learning with the use of computers
  - (b) Camera, tablet, smart phone
  - (c) Zoom, skype,
  - (d) Cost-effective, reduced travel expenses, reduced downtime.



**2019 (INTERNAL)****31.**

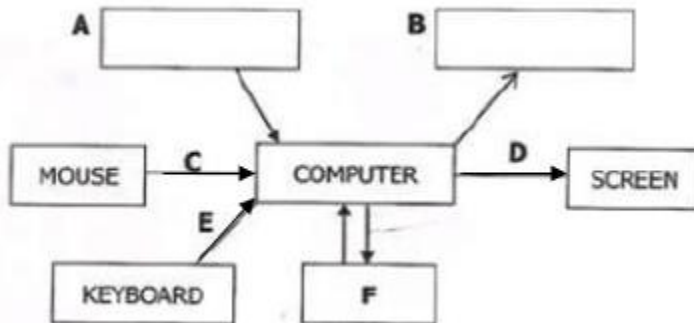
- (a) Microsoft PowerPoint
- (b) Part A – New Slide,      Part B – Increase font size      Part C – Find Text
- (c) Add text to the slide/presentation
- (d) Find/search for a word within the presentation

**32.**

- (a) Automatic Teller Machine (ATM) Card
- (b) Personal Identification Number (PIN)
- (c) Name of the card holder, Name of the bank, CVC Number
- (d) This is the selling and buying of products online.
- (e) i) It allows buying of products online.  
ii) it is convenient if you want to buy something that costs a lot of money.
- (f) When user input is a wrong PIN
- (g) Sim card

**33.**

(a)



- (b) A – Scanner      B – Printer

**34.**

- (a) Local Area Network (LAN)
- (b) Communication and sharing of files, documents with ease.
- (c) Storage Area Network
- (d) Modem
- (e) Cyber Crime

**2018(INTERNAL)**



**32.**

- (f) A – Paragraph Marks    B- Ruler    C- Scroll bar    D- Page Number (document info)
- (g) When the cursor is put on page 2 of the word document.
- (h) i) to control the page margins    ii) to change the indentation of paragraphs.
- (i) Auto-Save

**33.**

- (e) A - Left button    B – Scroll Wheel    C – Right Button
- (f) Scrolling through a document
- (g) A menu will pop up
- (h) Double clicking
- (i) A mouse is a pointing device hence, it is easy to select, drag.

**34.**

- (d) (i) Ms Publisher, photoshop, CorelDraw, etc  
      (ii) Ms Spreadsheet Excel, Ms Access
- (e) Hardware - Projector  
      Software – Ms PowerPoint

**2016(INTERNAL)****31.**

- (a) Stage 3 - Hard disk (Storage Device)    Stage 4 - Monitor (Output device)
- (b) Stage 1 – Input    Stage 3 - Output
- (c) Processing

**32.**

- (a) A –Network Interface Card (NIC)    B- Ethernet cable
- (b) i) Share computer resources    ii) Simultaneous access (easy access)
- (c) i) convenience of mobility, easy to setup    ii) wireless is unreliable, can jam any time.
- (d) Building a firewall, or update passwords regularly.

**33.**

- (a) A - username    B – domain
- (b) Email Body
- (c) i) you can be vulnerable to virus attacks.    ii) you can be victim to cybercrime.
- (d) i) Delivery of emails is faster than letters,  
      ii) emails do not go missing or misplaced during/after delivering.

**34.**

- (a) Repetitive Strain Injury (RSI)
- (b) Taking regular breaks while using the computer
- (c) Joystick/Game Pad/Game controller
- (d) – Risk of having physical health problems.
  - Playing games all day may lead pupils/Students not concentrate on their academic work.

**2015(INTERNAL)**

**31.**

- (a) A – Name box
- (b) Text, Formula
- (c) To add/insert a function/formula from a list of predefined functions
- (d) To add/insert a formula or data in the active cell
- (e) AutoSum : automatically adds/sums values in the selected cells.

**32.**

- (a) These are numbers in base 2 (1s and 0s).
- (b) 8 bits
- (c) Industries and advanced scientific labs
- (d) Washing machine and refrigerator.

**33.**

- (a) Digital Camera and Smart Mobile Phone
- (b) Ms Publisher
- (c) Laser color printer
- (d) i) Advantage: It is easy to edit and print
  - ii) Disadvantage: An internal data processing of the printer may take a long time when processing a large amount of data.

**34.**

- (a) Because these devices don't require a user to make the same movement again and again.
- (b) i. Search for files or documents on the computer
  - ii. Schedule and record meetings
- (c) FL Studio

