

# **ALLCBTS**

*Arranged Topic-by-Topic for Junior High Schools*



**INFORMATION AND COMMUNICATIONS TECHNOLOGY  
B.E.C.E. PAPERS 2 & 1**

---

## **ACKNOWLEDGEMENTS**

- 
- **We duly acknowledge the West African Examinations Council (WAEC) for the use of the Basic Education Certificate Examination (B.E.C.E.) Past Questions and the accompanying marking schemes, which served as the standard for the compilation of this timely book.**
- 
- **Also the Ministry of Education – Ghana, deserves honorable mention for the Teaching Syllabus upon which the topical arrangement of this book was based.**
- 
- **We also acknowledge KingLion Books for the use of the KingLion ICT Simplified Notes for JHS, which served as a reference book for the addenda contained in this book.**
- 
- **All partners, volunteers and dedicated Team Members of Grade 1 Publishers are very much appreciated. God bless you for your dedicated service to ensuring excellent standards in the educational system of the nation of Ghana.**
- 
- 

## **DEDICATION**

**is special book is dedicated to all hardworking teachers in Ghana and their disciplined learners who are committed to nothing but excellence!**

---

## **TABLE OF CONTENTS**

• Introduction	.....	Page IV
•		
• <b><i>PAPER 1 (OBJECTIVES)</i></b>		
• Information Processing	.....	Page 2
• Parts of a Personal Computer	.....	Page 3
• Turning On and Off the Computer	.....	Page 5
• Keyboard and Mouse Skills	.....	Page 7
• Introduction to Manipulative Keys	.....	Page 10
• Health and Safety in Using ICT Tools	.....	Page 11
• Graphical User Interface	.....	Page 13
• Windows Management	.....	Page 16
• Integration of ICT into Education	.....	Page 17
• Computer Viruses	.....	Page 19
• Copyright Ethics	.....	Page 19
• Basic Storage Devices	.....	Page 20

Basic Input and Output Devices	.....	Page 24
File and Folder Management	.....	Page 27
Internet and World Wide Web	.....	Page 28
Email and Sharing of Information	.....	Page 32
Creating a Word Document	.....	Page 33
Editing a Word Document	.....	Page 35
Formatting a Word Document	.....	Page 37
Use of the Drawing Toolbar	.....	Page 39
Printing a Word Document	.....	Page 39
Toolbars	.....	Page 40
Introduction to Spreadsheet	.....	Page 41
Answers to Objectives	.....	Page 44
<b>PAPER 2 (ESSAY)</b>		
Introduction to Computing	.....	Page 47
Keyboarding and Mouse Skills	.....	Page 60
Computer Ethics	.....	Page 64
Internet and World Wide Web	.....	Page 66
Computer Peripherals	.....	Page 73
File and Folder Management	.....	Page 79
E-mail and Sharing of Information	.....	Page 81
Word Processing	.....	Page 83
Spreadsheet	.....	Page 98
Likely Examinable Questions	.....	Page 101
Common Keyboard Shortcuts	.....	Page 114
Common Acronyms & Abbreviations	.....	Page 114
How to Answer Exam Questions	.....	Page 116

## INTRODUCTION

This timely book is one of a series of topic – based past questions and answers put together by volunteer team members of **Grade 1 Publishers** to assist both students and teachers in their preparation and revision processes towards examinations. The compilation is based solely on the Basic Education Certificate Examinations (BECE) and the marking schemes provided by the West African Examinations Council (WAEC).

It is a proven fact that solving past questions is a way of practicing thereby mastering the art of answering questions perfectly. It is one thing to answer questions but another thing to answer them appropriately; therefore, students and teachers who use this book will have the competitive advantage of being abreast with what is required by examiners in answering examination questions.

The compilation is topic based, to ensure that revision and studies in general are done in an organized manner, and thus suitable for use right from Form 1. This particular layout also makes it easier for teachers to set questions for assignments and end of term examinations. Teachers will also find this as a resourceful guide to writing out evaluation exercises during their lesson notes preparations.

There is an addenda of *Likely Examinable Questions; Tips on Answering Examination Questions Like A Pro*; as well as *Common Keyboard Shortcuts and Computing Acronyms & Abbreviations*. All these rich features will go a long way to equip the candidate to write the final examinations and pass out with flying colours.

Thank you for making the **Grade 1® allcbts Series** your most preferred choice.  
Cheers to an excellent grade 1 in all your examinations!

- *The Publishers*

## USER GUIDELINES FOR STUDENTS / LEARNERS:

- Make sure to use this book from the day you get it.  
Do not wait until it is time for examinations before you start using it.
- After treating every topic, make sure to solve the past questions under the topic over and over again until you can answer all the questions perfectly on one attempt.
- Avoid marking the answers with a pen in the book, so that you can use it to access yourself many times. Marking answers with a pen defeats this purpose.
- Get a separate book or jotter for working the answers and ensure that you do not cheat by scoring yourself wrongly after every work done.
- It is better to answer the questions in groups. Therefore, partner with one or two friends to solve the questions in this book. Your study group members will serve as accountability partners in keeping track of your performance.

# PAPER 1

## (OBJECTIVE TEST)

### *Questions & Answers*

#### STUDY OBJECTIVES

*By the end of this section, you should be able to:*

- Choose the correct option for all the objective BECE Past Questions on first attempt.
- Spot the style and trends used in setting of BECE Paper 1 (Objectives) type questions, including patterns in repetition of questions.
- Access properly what you have learned under the various topics treated in ICT.
- Get adequately prepared to attempt all examinations with confidence.

#### ORGANIZATION OF CONTENT:

- This section comprises the PAPER 1 (Objectives) type questions and answers which have been put under specific topics.
- The specific year for each of the questions have been indicated in bold-italicized text at the end of the question. E.g. **2019 Q.18** meaning the question was set as *Question number 18 in the 2019 Main BECE*. '**Private**' is also indicated beside it for the *private candidates' BECE* questions.
- Repeated questions appear only once but the years in which they are repeated have all been indicated beside the question.

**Use the following information to answer question '6'.**

I. Processing II. Data III. Information

1. The sequence of the stages in the information processing cycle are
  - A. I, II and III
  - B. II, III and I
  - C. II, I and III
  - D. III, I and II

**2011 Q.13**
  
2. Processed or transformed facts which are meaningful to the user is called
  - A. data
  - B. information
  - C. input
  - D. output

**2012 Q.6**
  
3. The operation whereby the computer manipulates data to produce information is known as
  - A. capturing
  - B. processing
  - C. recording
  - D. retrieving

**2013 Q.14**  
**2015 Q.14**
  
4. The stages of information processing cycle under ICT are
  - A. input, output, process and distribution
  - B. input, process, output and distribution
  - C. input, process, distribution and output
  - D. input, distribution, output and process.

**2015 Q.15**
  
5. A computer accepts data input, processes the data and produces
  - A. byte
  - B. data
  - C. output
  - D. storage

**2015 Q.3**
  
6. Processed material which is meaningful to the user in computing is called

- A. data
  - B. file
  - C. information
  - D. record
- 2016 Q.7**
- 
7. The steps data go through to become information are
    - A. information steps
    - B. information technology
    - C. information processing cycle
    - D. information distribution

**2017 Q.7**
  
  8. The information processing cycle is divided into
    - A. two stages
    - B. three stages
    - C. five stages
    - D. six stages

**2018 Private Q.7**
  
  9. Under the information processing cycle, output of information takes place in the
    - A. ALU
    - B. CPU
    - C. UPS
    - D. VDU

**2019 Private Q.6**
  
  10. The end result of the information processing cycle that cannot be touched is referred to as
    - A. hard copy
    - B. hardware
    - C. soft copy
    - D. software

**2019 Q.6**
  
  11. In computing, the exchange of information is referred to as
    - A. communication
    - B. conversation
    - C. education
    - D. entertainment

**2019 Q.37**
  
  12. An electronic and programmable device that processes data into useful information is called

- A. computer
  - B. peripheral
  - C. processor
  - D. Technology 2019 Q.1
13. The following techniques are primary sources of data except
- A. surveys
  - B. interviews
  - C. information
  - D. questionnaire 2020 Q.7

14. The stages of the information processing cycle include
- A. receiving data and processing data
  - B. receiving data and displaying results
  - C. processing data and displaying results
  - D. receiving data, processing data and displaying results 2021 Private Q.16
15. The **two** main terms involved in the Information Processing cycle are
- A. raw facts and figures
  - B. data and information
  - C. raw data and Random Access Memory
  - D. Random Access Memory and Read Only Memory 2021 Q.16

## PARTS OF A PERSONAL COMPUTER

1. The component of the computer that houses the motherboard and the power supply unit is called
- A. central processing unit
  - B. monitor
  - C. printer
  - D. system unit 2015 Q.4
2. The part of the central processing unit responsible for performing all logical operations is
- A. ALU
  - B. CU
  - C. RAM
  - D. ROM 2015 Q.9
3. The brain of the computer is the
- A. monitor
  - B. system software
  - C. read only memory
  - D. central processing unit 2016 Q.1
4. The following devices can be found in the system unit **except**
- A. ports
  - B. memory
  - C. motherboard
  - D. scroll wheel 2016 Q.12

5. The following are hardware components **except**
- A. keyboard
  - B. monitor
  - C. mouse
  - D. windows 2016 Q.11
6. Devices that extend their services to enhance the function of the computer are called
- A. hardware
  - B. software
  - C. peripherals
  - D. firmware 2017 Q.2
7. The interaction between the input and output devices is controlled by
- A. BIOS
  - B. LINUX
  - C. CPU
  - D. RAM 2017 Q.12
8. Desktop computers are examples of
- A. upper computers
  - B. mainframe computers
  - C. minicomputers
  - D. Microcomputers 2018 Private Q.1

9. The following are components in the system unit **except**
- CPU
  - RAM
  - ROM
  - VDU
- 2018 Q.12*
10. Which of the following devices is used to process information?
- Computer
  - Speedometer
  - Thermometer
  - Weighing scale
- 2018 Q.8*
11. The tangible part of the computer is known as
- hardware
  - liveware
  - malware
  - software
- 2019 Q.10*
12. The software that manages the communication between the hardware and the application software of a computer system is called
- Open Office
  - Microsoft Office
  - Operating System
  - Internet
- 2011 Q.10*  
*2020 Q.11*
13. The software responsible for management of the operation of the computer is the
- application program
  - device drivers
  - operating system
  - utility program
- 2012 Q.17*  
*2013 Q.38*
14. An example of an operating system is
- CALC
  - DISK
  - DOS
  - WORD
- 2013 Q.10*
15. Programs that perform specific task for users are referred to as
- application software
  - computer software
  - operating software
- 2013 Q.12*
- D. system software
16. System software is a platform which runs
- source codes
  - application software
  - operating system
  - utilities
- 2017 Q.10*  
*2019 Private Q.1*
17. A group of instructions that directs a computer is called
- logic
  - memory
  - program
  - storage
- 2017 Q.1*
18. Working with more than one application at the same time is known as
- double tasking
  - multitasking
  - running
  - launching
- 2017 Q.5*
19. Microsoft Word, Encarta kids, Mavis Beacon Teaches Typing are examples of
- application software
  - operating system
  - open source package
  - system software
- 2018 Q.13*
20. The software that enables a computer user to access a storage medium connected to a computer is known as
- firmware
  - utility program
  - operating system
  - application software
- 2019 Private Q.11*
21. The only software that runs without a user's instruction on the computer is the
- application software
  - operating system
  - scanner program
  - storage program
- 2019 Q.11*
22. To execute more than one program at the same time, the system software being used should be capable of

- A. compatibility  
B. multitasking  
C. multiprocessing  
D. portability 2019 Q.26
23. Which of the following devices is **not** a computer accessory?  
A. cable  
B. stylus  
C. CMOS  
D. cabinet 2020 Private Q.11
24. The following options are examples of peripheral devices **except**  
A. printer  
B. scanner  
C. speaker  
D. system unit 2020 Private Q.36
25. A computer model that looks like a brief case is called  
A. tower  
B. laptop  
C. desktop  
D. palmtop 2020 Q.1
26. The operating system is a type of  
A. system software  
B. program software  
C. application software  
D. communication software 2020 Q.5
27. An Operating System is a type of  
A. utility software  
B. system software  
C. integrated software  
D. application software 2021 Private Q.1
28. Computers are classified according to the following features **except**  
A. colour  
B. purpose  
C. size and capacity  
D. data transmission 2021 Q.1
29. The utility software is one of the basic types of  
A. system software  
B. application software  
C. communication software  
D. word processing software 2021 Q.2
30. The information permanently stored in the Read Only Memory chip is called  
A. liveware  
B. malware  
C. hardware  
D. firmware 2021 Q.3

## TURNING ON AND OFF THE COMPUTER

1. The process that starts an operating system when a computer system is turned on is referred to as  
A. loading  
B. start-up  
C. booting  
D. shut down 2011 Q.7
2. Which of the following statements is **not** true?  
A. Remove all removable storage media or device from the system unit when switching on the computer.  
B. Shut down a computer system before removing the electric power supply  
C. Random access memory is part of main memory  
D. The application software must be loaded before the operating system 2011 Q.8
3. To *boot* a computer is the same as to  
A. shut down the computer  
B. restart the computer  
C. start the computer  
D. stop the computer 2013 Q.7

4. Which of the following devices must be turned on first when booting a computer?  
A. Monitor  
B. Printer  
C. Scanner  
D. System unit *2014 Q.7*
5. The program that is loaded into the main memory when a computer is booted is  
A. utility program  
B. operating system  
C. communication software  
D. Word processing software *2014 Q.8*
6. Which of the following devices must be turned on first when booting the computer?  
A. Central Processing Unit  
B. Monitor  
C. Printer  
D. System Unit *2015 Q.8*
7. To boot a computer means to  
A. put it off  
B. put it on  
C. restart it  
D. take it away *2016 Q.4*
8. To boot a computer system the user needs  
A. Word processing software  
B. printer attached  
C. virus checking program  
D. operating system *2016 Q.15*
9. When a computer is on, it is normally termed as  
A. information  
B. programming  
C. running  
D. working *2017 Q.4*
10. The process of restarting the computer which is already running is referred to as  
A. cold booting  
B. fire booting  
C. restarting booting  
D. warm booting *2018 Private Q.4*

11. How many types of booting exist in computing?  
A. 2  
B. 3  
C. 4  
D. 5 *2019 Private Q.3*
12. The process of terminating of a running computer is called  
A. booting  
B. restart  
C. turn off  
D. turn on *2019 Private Q.15*
13. In computing environment, launching an application means  
A. downloading the application  
B. processing the application  
C. running the application  
D. uploading the application *2019 Private Q.26*
14. Turning off the computer is also known as:  
A. booting  
B. installation  
C. programming  
D. shut down *2019 Q.3*
15. Which of the following devices will turn off first when shutting down the computer?  
A. Monitor  
B. Stabilizer  
C. System Unit  
D. Uninterruptible power supply *2019 Q.15*
16. The process of restarting the computer is known as  
A. cool booting  
B. cold booting  
C. warm booting  
D. worm booting *2020 Private Q.15*
17. The process of putting the computer into a state of readiness for operation is known as:  
A. booting  
B. loading  
C. locating  
D. starting *2020 Q.4*

18. Which of the following options will lead to warm booting?

- A. Log off
- B. Turn off
- C. Restart
- D. Hibernate

2020 Q.15

19. To boot a computer system, the user needs

- A. a printer attached
- B. an operating system
- C. a virus checking program
- D. a word processing application

2021 Q.9

10. Which of the following buttons on the **Turn Off** computer dialog box will lead a user to a warm booting activity?

- A. Restart
- B. Log off
- C. Turn off
- D. Hibernate

2021 Q.10

## KEYBOARD AND MOUSE SKILLS

1. During typing lesson computer users are supposed to use?

- A. 5 fingers
- B. 6 fingers
- C. 8 fingers
- D. 10 fingers

2011 Q.20

2014 Q.19

2. The most appropriate finger required to type the letter "F" on a standard QWERTY computer keyboard is the

- A. left middle finger
- B. right middle finger
- C. left index finger
- D. right index finger

2011 Q.21

3. In the absence of mouse, which of the following device could be used to perform its function?

- A. Scanner
- B. Webcam
- C. Keyboard
- D. Microphone

2011 Q.22

4. To press the letter J, which finger is appropriate to use on a QWERTY keyboard?

- A. Left index finger
- B. Left middle finger
- C. Right index finger
- D. Right middle finger

2012 Q.13

5. The total number of keys on a standard QWERTY keyboard is

- A. 96
- B. 104
- C. 108
- D. 116

2012 Q.22

6. Keys on a computer keyboard which are used to move the cursor in a specified direction are called

- A. arrow keys
- B. shift keys
- C. function keys
- D. special purpose key

2012 Q.33

7. Which of the following keys is not a function key on the computer keyboard?

- A. F1
- B. F2
- C. F9
- D. F13

2014 Q.20

8. Which component of the computer resembles a typewriter?

- A. Keyboard
- B. Monitor
- C. Mouse
- D. Webcam

2015 Q.5

9. An example of a function key on the computer keyboard is

- A. F1
- B. Q

- C. @  
D. NmLk 2016 Q.9
- 10.** Which of the following is a keyboard layout format?  
A. QWERTY  
B. QWRETY  
C. QWRTEY  
D. QWREYT 2017 Q.8
- 11.** Which of the following computer keyboard keys are used for issuing command?  
A. Alphanumeric  
B. Numeric  
C. Standard  
D. Function 2017 Q.28
- 12.** An example of a function key on the computer keyboard is  
A. @  
B. F1  
C. Qu  
D. 10 2018 Private Q.9
- 13.** Which of the following are not keys on the computer keyboard?  
A. Computerized keys  
B. Cursor keys  
C. Function keys  
D. Special Purpose keys 2019 Private Q.8
- 14.** The arrow keys on the computer keyboard are also referred to as  
A. cursor keys  
B. function keys  
C. shift keys  
D. special purpose keys 2019 Q.8
- 15.** The act of pressing mouse button twice quickly without moving the mouse is termed as  
A. Double click  
B. Right click  
C. Single click  
D. Normal click 2012 Q.19
- 16.** Dragging a folder from one drive to a window on another drive is equivalent to a  
A. cut operation  
B. copy operation  
C. delete operation  
D. move operation 2014 Q.13
- 17.** Right – clicking a mouse on an open window will  
A. create a new document  
B. open a File menu  
C. open a new window 2013 Q.19  
D. open a context menu if available
- 18.** The act of clicking on an object and dragging it to a different location is referred as  
A. drop-and- drag  
B. drag-and-drop  
C. drop-and-move  
D. drag-and-paste 2014 Q.18
- 19.** Which of the following mouse buttons when clicked, provides menu which a user can choose from?  
A. Left button  
B. Right button  
C. Scroll ball  
D. Scroll button 2017 Q.29
- 20.** Clicking is usually associated with  
A. left button  
B. right button  
C. scroll button 2018 Private Q.17  
D. scroll ball 2019 Private Q.28
- 21.** Which part of the computer mouse is used to select an object on-screen?  
A. Left button  
B. Right button  
C. Scroll ball  
D. Scroll button 2018 Q.29
- 22.** How many arrow keys are found on the computer keyboard?  
A. 2  
B. 3  
C. 4  
D. 5 2018 Q.10
- 23.** To create a space between characters, words and sentences, use the

- A. backspace key  
 B. enter key  
 C. shift key  
 D. space bar key **2018 Q.28**
- 24.** In the selection of an object on the screen of a computer, using a touchpad is similar to using a  
 A. mouse  
 B. Scanner  
 C. keyboard  
 D. microphone **2019 Private Q.12**
- 25.** Which of the following mouse buttons can be used to open an icon?  
 A. Dragging  
 B. Double clicking  
 C. Right clicking  
 D. Single clicking **2017 Private Q.29**
- 26.** Pressing and releasing the left mouse button twice in quick succession is termed  
 A. dragging  
 B. double-clicking  
 C. left-clicking  
 D. right-clicking **2019 Q.29**
- 27.** The number of keys on a standard computer keyboard is  
 A. 100  
 B. 104  
 C. 108  
 D. 128 **2020 Private Q.2**
- 28.** To click the computer mouse is to: press and release the  
 A. left mouse button  
 B. right mouse button  
 C. left mouse button twice  
 D. right mouse button twice **2020 Private Q.29**
- 29.** The combination of numbers and characters as used in computing environment is termed  
 A. letters  
 B. characters  
 C. alphanumbers  
 D. alphanumeric **2020 Q.9**
- 30.** The standard computer keyboard layout is technically referred to as  
 A. BIOS  
 B. ASCII  
 C. ENIAC  
 D. QWERTY **2021 Private Q.22**
- 31.** Which of the following characters represent the left fingers home row keys on a standard keyboard?  
 A. JKL  
 B. ASDF  
 C. FDSA  
 D. LMNO **2021 Private Q.23**
- 32.** The part of the computer mouse which normally displays a shortcut menu instruction when clicked is the  
 A. left-button  
 B. side-button  
 C. right-button  
 D. middle-button **2021 Private Q.24**
- 33.** The navigation keys on the computer keyboard are also called  
 A. cursor keys  
 B. numeric keys  
 C. function keys  
 D. typewriter keys **2021 Q.22**
- 34.** During typing lessons, which finger is used to type the letter D?  
 A. Left index finger  
 B. Left middle finger  
 C. Right index finger  
 D. Right middle finger **2021 Q.24**

## INTRODUCTION TO MANIPULATIVE KEYS

- Which of the following keys are frequently used in our daily typing work on a computer system?  
I. Enter key      II. Space bar  
III. Print screen      IV. Delete key  
  
A. I, II, III and IV  
B. I, II, and III only  
C. I, II and IV only  
D. II, III, and IV only      **2011 Q.19**
- A key on a keyboard of a computer has two symbols on it, *top* and *down*. Which of the following will be appropriate to use to get the top key?  
A. Hold down the shift key and Press the identified key  
B. Hold down the Alt key and Press the identified key  
C. Hold down the Ctrl key and Press identified key  
D. Hold down the Del key and Press the identified key      **2011 Q.24**
- Which key on the keyboard is used to erase characters from right to left in word processing application?  
A. Backspace  
B. Delete  
C. Insert  
D. Pause      **2012 Q.8**
- The key on the QWERTY keyboard used to produce alphabetic upper-case letters is  
A. caps lock  
B. home  
C. num lock  
D. tab      **2012 Q.9**
- The first key on the computer keyboard is  
A. caps lock  
B. delete  
C. enter  
D. esc      **2013 Q.3**
- Which of the following computer keyboard keys allows the user to type upper case letters?  
A. Alternate key  
B. Control key  
C. Caps Lock key  
D. Num Lock key      **2013 Q.21**
- Which of the following keys is used for multiple selection of texts that are **not** continuous?  
A. Alt  
B. Ctrl  
C. Del  
D. Shift      **2013 Q.22**
- Which of the computer keyboard keys is used to delete from *left to right* on – screen?  
A. Alternate  
B. Backspace  
C. Delete  
D. Shift      **2013 Q.33**
- Which of the following computer keyboard keys is used to type upper case letters when the caps lock light is off?  
A. Control key  
B. Enter key  
C. Insert key  
D. Shift key      **2015 Q.1**
- The shift key on a computer keyboard is used to  
A. erase characters  
B. toggle cases of letters  
C. insert a space into a word document  
D. type a word rather than a character      **2015 Q.27**
- To create a space between characters, words and sentences, use the  
A. backspace Key  
B. enter Key  
C. shift Key  
D. spacebar      **2016 Q.28**

12. Which computer keyboard key allows users to erase characters to the *left* of the cursor?  
 A. Backspace key  
 B. Delete key  
 C. Insert Key  
 D. Tab key 2016 Q.29
13. The computer keyboard key which is used to change alphabets to capital letters is the  
 A. caps lock key  
 B. enter key  
 C. num lock  
 D. space bar 2018 Private Q.29
14. A document which shows its entire text in upper case means that the user has activated the  
 A. alt key  
 B. caps lock key  
 C. num lock key  
 D. shift key + F3 2019 Q.28

15. Which of the following keys is used to create a new line in Word processing?  
 A. Ctrl key  
 B. Enter key  
 C. Esc key  
 D. Shift key 2019 Q.30
16. Which of the following computer keyboard keys can be used to delete a character?  
 A. Alt key  
 B. Shift key  
 C. Enter key  
 D. Backspace key 2021 Q.23

## HEALTH AND SAFETY IN USING ICT TOOLS

1. Which of the following is **not** a safety measure to consider in the ICT environment?  
 A. Not over loading a socket  
 B. Sitting in a correct posture behind the computer  
 C. Allowing the battery of a laptop to run down before charging  
 D. Avoid plugging computer in damaged sockets 2011 Q.14
2. Which of the following is an effect of a loud ringing tone of a mobile phone?  
 A. Wrist pain  
 B. Neck pain  
 C. Headache  
 D. Hearing impairment 2011 Q.17
3. The device used to ensure a constant flow of power supply to a computer system is the  
 A. stabilizer  
 B. set – up transformer  
 C. step – up transformer  
 D. uninterruptible power supply 2012 Q.4
4. The following are possible health hazards of prolonged use of the computer system **except**  
 A. back and neck pain  
 B. Tuberculosis  
 C. eye strain  
 D. wrist pain 2012 Q.7
5. Which of the following component emits radiation?  
 A. Hard disk  
 B. Keyboard  
 C. Mobile phone  
 D. Speaker 2013 Q.15
6. Which of the following is a problem to computer users as a result of radiation from the monitor?  
 A. Cardiovascular  
 B. Dizziness  
 C. Eye irritation  
 D. Loss of grip strength 2014 Q.12

7. Which of the following safety precaution(s) is / are advisable to practice?  
 I. Do not answer or receive calls when charging mobile phone  
 II. Do not over load sockets.  
 III. Plugging ICT tools in a damage sockets can be allowed sometimes.  
 A. I and II only  
 B. I and III only  
 C. II and III only  
 D. I, II and III **2014 Q.14**
8. Which of the following is a bad practice in the usage of *ICT* tools?  
 A. Making or receiving phone calls whilst driving  
 B. Not receiving phone calls when charging it  
 C. Use of air conditioning to improve dry atmosphere  
 D. Use of footstools to adjust leg positioning when working on computers **2015 Q.18**
9. Viewing television for long periods can damage an individuals  
 A. eye  
 B. head  
 C. mouth **2016 Q.18**  
 D. Nose **2017 Q.17**
10. Which of the following is an effect of loud ringing tone of mobile phone?  
 A. Headache  
 B. Wrist pain  
 C. Bleeding nose  
 D. Damage to hearing **2016 Q.19**
11. The following are good posture positions when using a computer **except**  
 A. back straight  
 B. eyes on monitor  
 C. elbows on the table **2017 Q.18**  
 D. feet on the floor **2018 Private Q.18**
12. Which of the following is an effect of loud ringing tone?  
 A. Headache  
 B. Hearing impairment  
 C. Neck pain  
 D. Wrist pain **2018 Q.19**
13. The health hazard associated with prolonged use of a mobile phone is  
 A. lower back and backbone pains  
 B. numbness of the fingers  
 C. radiations which can cause cancer  
 D. wrist and arm pains **2019 Private Q.18**
14. While using a computer, a dialogue box popped-up on the monitor screen guiding you through series of physical exercises. This pop-up menu is known as  
 A. dialogue box  
 B. ergonomics break  
 C. ergonomics exercise  
 D. shortcut menu **2019 Private Q.19**
15. The safety measure to prevent back ache when using the computer for a very long time is to  
 A. answer or receive calls when charging mobile phone  
 B. avoid plugging ICT tools on damaged sockets  
 C. position the body correctly  
 D. use plastic chair always **2019 Q.18**
16. The best measure that computer users should practice to reduce the chances of wrist and finger pains due to long term usage of the computer is to  
 A. adjust the lightening of the computer screen  
 B. close the eyes and rest them for one minute  
 C. spread fingers apart  
 D. use adjustable chair always **2019 Q.19**
17. The problem associated with a computer user as a result of radiation from the monitor is  
 A. dizziness  
 B. numbness  
 C. eye irritation  
 D. cardiovascular **2020 Private Q.18**
18. Which of the following options is **not** a safety measure?  
 A. Danger  
 B. Security  
 C. Antivirus  
 D. Protection **2020 Q.18**

19. The following options are possible health hazards of prolonged use of the computer systems **except**

- A. numbness
- B. eye strain
- C. good vision
- D. back pains

2020 Q.19

20. The effect of loud noise is

- A. Sound impairment
- B. Noise impairment
- C. Music impairment

D. Hearing impairment 2021 Private Q.17

21. The effect of vision associated with prolonged viewing of television and computer screens is best controlled by

- A. Sitting upright
- B. Using mouse pad
- C. Blinking the eyes regularly
- D. Exercising the fingers regularly

2021 Private Q.18

22. Which of the following statements is true?

- A. Always use the system unit without ups
- B. Cover the computer system with moist material
- C. Run anti-virus software on the system regularly
- D. Leave all devices connected to the system unit when switching off

2021 Private Q.19

23. The best way of handling ict tools is to

- A. Update them regularly
- B. Clean them once a while
- C. Visit any website of your choice
- D. Always allowing a colleague to use the system

2021 Private Q.20

24. A simple public address system consists of the following except

- A. Amplifier
- B. Micro sim
- C. Microphone
- D. Power mixer

2021 Private Q.21

25. Which of the following effects is associated with a computer user as a result of radiation from the monitor?

- A. Dizziness
- B. Body pains
- C. Neck pains
- D. Eye irritation

2021 Q.17

26. The following are health problems associated with long term exposure to ICT tools except

- A. Backache
- B. Toothache
- C. Wrist pain
- D. Blur vision

2021 Q.18

27. Which of the following activities is a bad practice in the usage of ICT tools?

- A. Covering the monitor with dust covers after usage
- B. Not making or receiving phone calls when charging the phone
- C. Unplugging the computer power cable from the socket after switched off
- D. Not applying the correct procedure to eject USB flash drive from the computer system unit

2021 Q.19

## INTRODUCTION TO THE DESKTOP [GRAPHICAL USER INTERFACE (GUI)]

1. GUI stands for

- A. Grand User Interface
- B. General User Interface
- C. Graphical User Interface
- D. Graphic User Interrupt

2011 Q.9

- A. scroll bar
- B. taskbar
- C. title bar
- D. toolbar

2012 Q.18

2. The bar on the desktop which displays opened applications and other icons are referred to as

3. Which program icon on the desktop leads to the disk drives?

- A. Internet Explorer  
B. My Computer  
C. My Document  
D. My Network Places *2012 Q.38*
4. On which bar is the system clock located?  
A. Menu bar  
B. Scroll bar  
C. Task bar  
D. Toolbar *2013 Q.8*
5. The area of the taskbar that displays small icon of some programs such as the system clock is  
A. program area  
B. Scroll bar  
C. start menu  
D. system tray *2014 Q.11*
6. Which of the following gives the user a log of all opened programs?  
A. Start button  
B. Start menu  
C. Taskbar  
D. Title bar *2015 Q.11*
7. The horizontal bar that normally lies at buttons of a computer desktop screen is called  
A. taskbar  
B. start button  
C. horizontal ruler  
D. quick launch toolbox *2016 Q.5*
8. Changing the desktop wallpaper of a computer is termed  
A. background change  
B. ending the desktop  
C. customizing the desktop  
D. formatting the desktop *2016 Q.26*
9. The following are features of GUI except  
A. command line  
B. icon  
C. menu drive  
D. window *2017 Q.15*
10. Using a computer application is known as  
A. installing  
B. launching  
C. operating  
D. running *2018 Q.4*
11. The system tray is also called?  
A. clock  
B. notification area  
C. quick launch  
D. taskbar *2018 Q.5*
12. The name given to the background area of a computer when turned on is  
A. desktop  
B. folder  
C. icon  
D. window *2018 Q.16*
13. The background image that appears on a computer desktop is known as  
A. background theme  
B. background panel  
C. screen saver  
D. wallpaper *2018 Q.26*
14. When files are cleared from the computer, it is known as  
A. restoring  
B. editing  
C. deleting  
D. removing *2017 Q.16*
15. The rectangular working area of an application is called a  
A. desktop  
B. notepad  
C. screen  
D. window *2018 Private Q.5*
16. Items deleted on the computer are moved to  
A. clipboard  
B. computer box  
C. dust bin  
D. recycle bin *2018 Private Q.6*
17. Opening an application can also be termed  
A. deleting  
B. dragging  
C. installing  
D. launching *2018 Private Q.16*

18. Which of the following is used as a shortcut means to open files, folders and programs?

- A. Desktop
- B. Icon
- C. Screen
- D. Start menu

2018 Q.17

19. The long bar located at the bottom of the computer desktop is called

- A. menu bar
- B. status bar
- C. taskbar
- D. toolbar

2019 Private Q.4

20. The following are items located on the default taskbar except

- A. date
- B. clock
- C. recycle bin
- D. start menu button

2019 Q.4

21. To remove unwanted shortcuts from the computer, which of the following options will be most appropriate?

- I. Click on the shortcut icon once and press the delete key on the keyboard
- II. Drag the shortcut icon into the recycle bin
- III. Right-click on the shortcut icon and select delete from the pop-up menu

- A. I and II only
- B. I and III only
- C. II and III only
- D. I, II and III

2019 Q.17

22. A graphical representation of a program stored on the computer is known as

- A. an icon
- B. a desktop
- C. an image
- D. a picture

2020 Private Q.5

23. A small symbol displayed on the screen of a computer that moves as a user interacts with the mouse or other pointing devices is called

- A. icon
- B. pointer
- C. scroll arrow
- D. insertion point

2020 Private Q.9

24. The start menu of the computer desktop

- A. stores programs
- B. saves applications
- C. launches programs
- D. displays the desktop icons

2020 Private Q.16

25. Which of the following items does a computer desktop contain?

- I. Icons
- II. Task bar
- III. Start button

- A. I and II only
- B. I and III only
- C. II and III only
- D. I, II and III

2020 Private Q.26

26. An operating system has all the following features except

- A. icons
- B. scroll bar
- C. system tray
- D. wallpaper

2020 Q.16

27. Which of the following tools gives the user a log of all opened applications?

- A. Task bar
- B. Title bar
- C. Start menu
- D. Start button

2020 Q.17

28. A user can arrange icons by

- I. Date
- II. Type
- III. Name
- IV. Colour

The correct option by which the user can arrange the icons are?

- A. I and II only
- B. I, II and III only
- C. I, II and IV only
- D. II, III and IV only

2020 Q.26

29. The start button is found on the

- A. Title bar
- B. Task bar
- C. Status bar
- D. System tray

2021 Private Q.11

30. Which of the following options is not a default icon normally found on the desktop?

- A. Recycle bin
- B. My pictures
- C. My computer
- D. My documents

2021 Private Q.12

31. Which of the following options provides quick access to files and programs on the desktop?

- A. Icon
- B. Start menu
- C. Notification area
- D. Quick launch button

2021 Private Q.13

32. The start button is found on the

- A. Task bar
- B. Scroll bar
- C. Status bar
- D. System tray

2021 Q.11

33. Which of the following items is not a feature on the computer desktop?

- A. Icon
- B. Cursor
- C. Wallpaper
- D. Screen saver

2021 Q.12

34. The desktop feature which contains the quick launch button is the

- A. Icon
- B. Task bar
- C. Start button
- D. Control box

2021 Q.13

35. Files that are no more needed by the user are sent to:

- A. Recycle bin
- B. My briefcase
- C. My documents
- D. Recent documents

2021 Q.14

36. When a user unintentionally deletes files and folders from the computer hard disk, the user can restore the deleted files and folders from

- A. Recycle bin
- B. My pictures
- C. My documents
- D. Recent documents

2021 Q.15

## WINDOWS MANAGEMENT

1. A group of files are stored in a

- A. folder
- B. graphic
- C. text
- D. Word

2013 Q.13

2. Which of the following would happen when a user double clicks on a folder?

- A. A sub-folder would be created
- B. The folder would be closed
- C. The folder would be deleted
- D. The folder would be opened

2015 Q.12

3. Dragging a folder from one drive to a window on the same drive is equivalent to a

- A. copy operation
- B. cut operation
- C. delete operation
- D. move operation

2015 Q.13

4. The number of command buttons on the control menu are

- A. 2
- B. 3
- C. 4
- D. 5

2016 Q.16

5. Double-clicking on a program icon on a computer desktop

- A. cuts the program's window
- B. copies the program's window
- C. closes the program's window
- D. opens the program's window

2016 Q.31

6. Using a computer application is known as  
 A. installing  
 B. launching  
 C. operating  
 D. running *2018 Q.4*
7. Which of the following bars displays the heading of an open window?  
 A. Menu bar  
 B. Status bar  
 C. Standard toolbar  
 D. Title bar *2018 Q.33*
8. Which of the following buttons is used to exit an application window?  
 A. Close button  
 B. Maximize button  
 C. Minimize button  
 D. Restore button *2019 Private Q.16*
9. The title bar of an opened application always displays the name of the application and the name of the  
 A. computer  
 B. document  
 C. software  
 D. system *2019 Q.16*

10. The command button used to exit application in windows environment is the  
 A. Close button  
 B. Restore button  
 C. Minimize button  
 D. Maximize button *2021 Private Q.10*
11. To end an application in computing is the same as to  
 A. Run the application  
 B. Start the application  
 C. Close the application  
 D. Launch the application *2021 Private Q.14*
12. Which button on the title bar of an opened application is used to drop the application window onto the taskbar?  
 A. Close  
 B. Restore  
 C. Minimize  
 D. Maximize *2021 Private Q.29*

## INTEGRATION OF ICT INTO EDUCATION

1. Which of the following can bring enhanced learning experience to the classroom through the use of pictures, videos and sound?  
 A. Software application  
 B. Learning Software  
 C. Multimedia Software  
 D. Teaching and learning Software *2011 Q.16*
2. To which of the following activities is ICT useful?  
 I. Education II. Farming III. Medicine  
 A. I and II only  
 B. I and III only  
 C. II and III  
 D. I, II, and III *2011 Q.18*
3. Which of the following software can be used to enhance teaching and learning through the use of Pictures, videos and sound?  
 A. Multimedia Software  
 B. Network Software  
 C. programming Software  
 D. Utility Software *2012 Q.21*
4. All the following are reasons for using ICT in education except  
 A. forcing student to learn at other's pace  
 B. increasing learner motivation and engagement  
 C. facilitating the acquisition of basic skills in subject areas  
 D. enhancing teaching through the use of presentation software *2012 Q.36*
5. Software that presents lesson in a movie-like manner is referred to as  
 A. multiplicity  
 B. multimedia  
 C. multipurpose  
 D. multitasking *2013 Q.17*

6. The software that assists the student in learning and can also be used to take online examination is  
 A. classroom software  
 B. educational software  
 C. entertainment software  
 D. graphic software *2014 Q.16*
7. ICT tools can be used in all the following areas except  
 A. sharing ideas  
 B. starting cabinetry  
 C. accessing information  
 D. retrieving information *2014 Q.17*
8. To search for information on various topics, which of the following packages is used?  
 A. Database  
 B. Presentation  
 C. Encarta  
 D. Spreadsheet *2015 Q.19*
9. The use of ICT in learning and teaching is to make it  
 A. interesting and boring  
 B. uninteresting but not boring  
 C. interesting but students do not learn at their own pace  
 D. easy and interesting, student learn at their own pace *2016 Q.27*
10. Which of the following is not a reason for using ICT in education?  
 A. ICT tools increase learner motivation and engagement  
 B. ICT tools facilitate the acquisition of basic skills in Maths, English, etc  
 C. ICT tools enhance teaching through the use of presentation software  
 D. ICT tools force students to learn at other's pace *2017 Q.27*
11. Which of the following is used to search for information on various topics?  
 A. CorelDraw  
 B. Encarta  
 C. MS Excel  
 D. Adobe PageMaker *2018 Private Q.27*
12. Which of the following programs would support the study of Mathematics?  
 A. CorelDraw  
 B. Encarta  
 C. MS – Excel  
 D. MS – Word *2018 Q.27*
13. The role of Information and Communication Technology in the process of empowering education is enhanced through the use of the  
 A. classroom  
 B. internet  
 C. telephone  
 D. website *2019 Private Q.22*
14. Which of the following applications can be used in the teaching of Mathematics in schools?  
 A. Database  
 B. Paint  
 C. Spreadsheet  
 D. Word Processor *2019 Private Q.27*
15. Which of the following statements best describes a computer operator?  
 A. Carries a computer from one location to the other or work  
 B. Obtains a degree in computer science  
 C. Operates the device which inputs and outputs data from the computer  
 D. Writes computer programs for a specific purpose. *2019 Q.27*
16. The use of ICT tools to support teaching and learning has the benefit of  
 A. accessing good information  
 B. making students alert in class  
 C. making friends in the school  
 D. students using ICT laboratory always *2020 Private Q.27*
17. A teacher who uses a video to teach students is making use of ICT in  
 A. education  
 B. communication  
 C. entertainment  
 D. advertisement *2020 Q.27*
18. ICT tools can be used to promote positive attitude in all the following ways except  
 A. Transacting business activities  
 B. Teaching and learning in schools  
 C. Sharing of pornographic information  
 D. Accessing and retrieving information *2021 Q.20*
19. The application of science and scientific knowledge in our daily life is termed:  
 A. Scientific  
 B. Technology  
 C. Information  
 D. communication *2021 Q.21*

## COMPUTER VIRUSES

1. Computer virus is capable of
  - A. enhancing the content of a file
  - B. maintaining the computer system
  - C. making the work of the computer easy
  - D. slowing down the computer system performance

*2012 Q.40 ; 2015 Q.35*
2. A computer program that can copy itself and infect the computer without the permission or knowledge of the user is
  - A. virus
  - B. anti - virus
  - C. windows
  - D. word processing

*2014 Q.15*
3. Which of the following cannot cause computer virus infection?
  - A. Internet
  - B. Input devices
  - C. Computer
  - D. Removable storage devices

*2016 Q.20*
4. The computer program written to cause harm or damage to the computer and its files is known as
  - A. anti-virus
  - B. file
  - C. virus
  - D. window

*2018 Private Q.20*
5. Which of the following items is not a source of computer virus?
  - A. CD - R
  - B. CD - ROM
  - C. Internet
  - D. Pen drive

*2018 Q.9*
6. The computer program designed to prevent viruses from damaging the computer and its files is called
  - A. anti-virus
  - B. virus
  - C. virus infestation
  - D. virus protector

*2018 Q.20*
7. A computer program that can duplicate itself and affect the performance of the computer is called
  - A. bacteria
  - B. infection
  - C. program
  - D. virus

*2019 Private Q.7*
8. A malicious software specially designed to cause the computer system to be slow and malfunction is
  - A. an application
  - B. a bacteria
  - C. a germ
  - D. virus

*2019 Q.7*

## COPYRIGHT ETHICS

1. The legal right to control the production and selling of a book, play film and software is known as
  - A. production right
  - B. copyright
  - C. trade mark
  - D. patent

*2011 Q.15*
2. The following are good practices in the computing environment except
  - A. copyrighting of software
  - B. designing of cards
  - C. networking computers
  - D. pirating of software

*2012 Q.20*
3. The legal right that does not allow people to copy intellectual property without the permission of the original owner is called
  - A. copyright
  - B. freeware
4. Which of the following is a reason for copyrighting ICT tools or technologies?
  - A. To avoid distribution of viruses
  - B. To encourage people to make illegal copies
  - C. To protect the intellectual works of the inventors
  - D. To ensure poorer people do not have access to ICT tools

*2015 Q.17*
5. The copyright laws protect the works of an author for a period of his time and
  - A. 40 years after his death
  - B. 50 years after his death
  - C. 60 years after his death
  - D. 70 years after his death

*2016 Q.8*

6. The ethical issue that relates to the responsibility of those who collect data to ensure that the data is correct is  
A. accuracy  
B. privacy  
C. access  
D. ethics 2017 Q.19

7. The legal right to control the production and selling of a book, play, film or software is called  
A. production right  
B. copyright  
C. trader right  
D. patent 2017 Q.20

8. Which of the following symbols shows that information is copyright?  
A. @  
B. ©  
C. ®  
D. TM 2018 Private Q.24

9. The reason why we need computer ethics in our working environment are that  
I. The growth of www has created several novel legal issues  
II. The new questions, old laws cannot answer  
III. Traditional laws are outdated in today's technological world

Which of the following options are correct?

- A. I and II only
- B. I and III only
- C. II and III only
- D. I, II and III 2019 Private Q.20

10. Illegal copying of operating system, application software, music and videos is referred to as copyright  
A. law  
B. issues  
C. protection  
D. infringement 2019 Q.20

11. The legal right that prohibits the copying of another person's intellectual property without permission is  
A. piracy  
B. patent  
C. security  
D. copyright 2020 Private Q.8

12. The reason for copyright is to  
A. avoid the distribution of virus  
B. ensure everyone has equal access  
C. protect the work of the inventor  
D. encourage the people to make illegal copies 2020 Private Q.20

13. Which of the following reasons best describes copyright protection?  
A. to copy intellectual properties  
B. to hide intellectual properties  
C. to keep intellectual properties  
D. to protect intellectual properties 2020 Q.8

14. The practice of copying and distributing information without the permission of the owner is known as  
A. spam  
B. piracy  
C. privacy  
D. copyright 2020 Q.20

## BASIC STORAGE DEVICES

1. The two components of a personal computer main memory are  
A. RAM and CU  
B. RAM and ROM  
C. ROM and CU  
D. ALU and CU 2011 Q.5

2. The temporary working of a computer system is the  
A. Arithmetic Logic  
B. Flash Memory  
C. Random Access Memory  
D. Read Only Memory 2012 Q.16

3. Which of the following is storage medium?  
A. Mouse  
B. Printer  
C. Keyboard  
D. Flash memory 2011 Q.4

4. Which of the following devices has the largest storage capacity?  
A. Digital Versatile Disc  
B. Computer disc 2011 Q.6  
C. Floppy disc 2012 Q.3  
D. Hard disc 2014 Q.5

5. The creation of a copy of data on a computer

- system for safe keeping externally is referred to as
- data backup
  - data filtering
  - data entry
  - data restoration 2012 Q.30
6. The letter that normally represents the floppy disk in an operating system is
- A
  - C
  - D
  - E 2012 Q.31
7. The devices that the computer uses to keep data are
- Input devices
  - Output devices
  - Processing devices
  - Storage devices 2013 Q.2
8. In which of the following are the storage devices arranged on the basis of the lowest to the highest capacity?
- CD, DVD, Floppy Disk and Hard Disk
  - Floppy Disk, Hard Disk, DVD, and CD
  - Floppy Disk, CD, DVD, Hard Disk
  - Floppy Disk, DVD, CD and Hard Disk 2013 Q.4
9. A pen drive
- Inputs Information
  - Puts out Information
  - Retrieves Information
  - Stores Information 2013 Q.5
10. The main storage medium within the system unit of the computer is the
- CD – ROM
  - FDD
  - HDD
  - USB 2013 Q.6
11. The device that uses the magnetic method to store data is
- Compact disc
  - Digital versatile disc
  - Hard disk
  - Optical disc 2014 Q.4
12. By default, the drive letter assigned to the hard disk drive is
- A:
  - B:
  - C:
  - D: 2014 Q.5
13. The optical storage media among the following is
- compact disc
  - floppy disk
  - hard disk
  - magnetic disk 2015 Q.6
14. Which of the following media stores data temporarily?
- Floppy disk
  - Hard disk
  - Random Access Memory
  - Read Only Memory 2015 Q.7
15. One byte is equal to
- two bits
  - eight bits
  - sixteen bit
  - one thousand bit 2016 Q.3
16. One billion bytes is approximately one
- gigabyte
  - kilobyte
  - megabyte
  - terabyte 2016 Q.25
17. Storage media that are similar to compact discs but store more data are known as
- pen drives
  - hard disks
  - floppy disk
  - digital versatile discs 2016 Q.14
18. The physical material on which the computer keeps data, instructions and information is called
- primary Storage
  - secondary storage
  - tertiary storage
  - cache storage 2017 Q.3
19. The duplication of an original document is referred as
- backup
  - back down
  - production 2017 Q.6
  - copying 2020 Q.6
20. After work, your mother decided to bring a copy of the data home to work on. Which of the following storage devices would you advise her to use?
- RAM
  - Floppy disk
  - Pen drive
  - Hard disk

- A. I and II only  
 B. II, III and IV only  
 C. II and III only  
 D. I, II, III and IV *2017 Q.25*
- 21.** Which of the following is not a storage device?  
 A. pen drive  
 B. touch pad  
 C. hard disk  
 D. floppy disk *2017 Q.13*
- 22.** The memory that stores permanent instructions is referred to as  
 A. random access memory  
 B. read only Memory  
 C. write once read many memory  
 D. virtual memory *2017 Q.11*
- 23.** The smallest unit of data stored on the computer is the  
 A. bit  
 B. byte  
 C. kilobit  
 D. kilobyte *2018 Private Q.3*
- 24.** In which of the following categories does the magnetic tape fall?  
 A. Input  
 B. Output  
 C. Processing  
 D. Storage *2018 Private Q.24*
- 25.** How many characters make a byte?  
 A. 1  
 B. 2  
 C. 3  
 D. 4 *2018 Q.1*
- 26.** Which of the following storage media normally stores the operating system?  
 A. Flash disk  
 B. Hard disk  
 C. Magnetic tape  
 D. Zip disk *2018 Q.3*
- 27.** From which of the following storage media will deleted items be sent to the recycle bin?  
 A. Flash disk  
 B. Floppy disk  
 C. Hard disk  
 D. Zip disk *2018 Q.15*
- 28.** The capacity of 3½ inches floppy disk is  
 A. 80 KB  
 B. 1.2 MB  
 C. 1.44 MB  
 D. 2.88 MB *2018 Q.25*
- 29.** The smallest element of the computer memory is the  
 A. bit  
 B. byte  
 C. nibble  
 D. Word *2019 Private Q.2*
- 30.** Which of the following components stores data temporarily?  
 A. CD - R  
 B. DVD2019  
 C. RAM  
 D. ROM *Private Q.14*
- 31.** The word byte in computing means  
 A. binary character of eight bits  
 B. binary digit of eight bits  
 C. binary text of eight bits  
 D. binary word of eight bits *2019 Private Q.25*
- 32.** Which of the following media uses laser technology to write and read data?  
 A. Floppy disk  
 B. Hard disk  
 C. Optical disc  
 D. Pen drive *2019 Q.2*
- 33.** One gigabyte of data approximates to  
 A. 10 megabytes of data  
 B. 100 megabytes of data  
 C. 1,000 megabytes of data  
 D. 10, 000 megabytes of data *2019 Q.14*
- 34.** Mrs. Famiyeh wants to copy information onto a compact disc, clean the content and later copy the information again. Which of the following media would you advise her to use?  
 A. CD  
 B. CD - R  
 C. CD - R/W  
 D. CD - ROM *2019 Q.25*
- 35.** The information stored in the Read Only Memory chip is  
 A. temporary  
 B. permanent  
 C. easily altered  
 D. readily accessible *2020 Private Q.1*

36. In computing, diskette can also be referred to as  
 A. zip disk  
 B. hard disk  
 C. floppy disk  
 D. compact disc *2020 Private Q.3*
37. Processed data in the computer are temporarily held in the  
 A. cache memory  
 B. flash memory  
 C. read only memory  
 D. random access memory *2020 Private Q.4*
38. The smallest unit of data management is  
 A. bit  
 B. byte  
 C. word  
 D. Megabyte *2020 Private Q.7*
39. A group of eight bits is called  
 A. byte  
 B. Word  
 C. digit  
 D. value *2020 Private Q.12*
40. The following components are storage devices except  
 A. diskette drive  
 B. hard disk drive  
 C. flash memory drive  
 D. random access memory *2020 Private Q.14*
41. A good precaution for using CDs and DVDs is to  
 A. place them near magnetic fields  
 B. touch the silvered surface always  
 C. leave them inside the disk drive always  
 D. place them inside a safety jacket at all times *2020 Private Q.19*
42. Mrs. Famiyeh wants to copy information onto a compact disc, and use the information several times without erasing it. Which of the following media would you advise her to use?  
 A. VCD  
 B. CD – R  
 C. CD Plus  
 D. CD – ROM *2020 Private Q.25*
43. Which of the following devices provides permanent storage of information for future retrieval and use?  
 A. Modem  
 B. Light pen  
 C. Sound card  
 D. Memory stick *2020 Q.3*
44. Which of the following data measuring units is not in the computer field?  
 A. Gigabyte  
 B. Kilobyte  
 C. Megabyte  
 D. Zingabyte *2020 Q.12*
45. One megabyte of information is approximately equal to  
 A. 1,000 bytes of data  
 B. 10,000 bytes of data  
 C. 100,000 bytes of data  
 D. 1,000,000 bytes of data *2020 Q.14*
46. It is appropriate to use a backup when the original file is  
 A. new  
 B. lost  
 C. fresh  
 D. intact *2020 Q.25*
47. The following are features of the Random Access Memory except  
 A. It is volatile  
 B. It is non-volatile  
 C. It stores data temporarily  
 D. It is accessible to the user *2021 Private Q.3*
48. The internal permanent store of memory which can normally be read but cannot be normally changed is the  
 A. CPU  
 B. DVD  
 C. RAM  
 D. ROM *2021 Private Q.6*
49. An example of a storage device is a  
 A. Monitor  
 B. Keyboard  
 C. Compact disc  
 D. Compact disc drive *2021 Private Q.7*
50. Which of the following options is not a secondary storage device?  
 A. Floppy disk  
 B. Compact disk  
 C. Flash memory  
 D. Read only memory *2021 Private Q.8*
51. Which of the following items is not a storage medium?

- A. Plotters  
B. Zip disk  
C. Hard disk  
D. Memory stick 2021 Q.6
52. One byte of data is equal to  
A. 4 bits  
B. 8 bits  
C. 16 bits  
D. 24 bits 2021 Q.7
53. The 3.5 inches floppy disk has a storage capacity of  
A. 1.22 MB  
B. 1.44 MB  
C. 1.88 MB  
D. 2.44 MB 2021 Q.8

## BASIC INPUT AND OUTPUT DEVICES

1. The most common means by which data are input into the computer is through  
A. mouse  
B. keyboard  
C. microphone  
D. joystick 2011 Q.1
2. Computer device such as mouse, touchpad and joystick are referred to as  
A. output device  
B. pointing device  
C. standard device  
D. internet device 2011 Q.2
3. In the absence of a mouse, which of the following devices could be used to perform its functions?  
A. Scanner  
B. Webcam  
C. Keyboard  
D. Microphone 2011 Q.22
4. The least number of input devices that a computer system can have is  
A. 1  
B. 2  
C. 3  
D. 4 2012 Q.1
5. The total number of keys on a standard QWERTY keyboard is  
A. 96  
B. 104  
C. 108  
D. 116 2012 Q.22
6. Keys on a computer keyboard which are used to move the cursor in a specific direction are called  
A. arrow keys  
B. function keys  
C. shift keys  
D. special purpose keys 2012 Q.33
7. Entry of data into the computer is termed  
A. input  
B. output  
C. process  
D. distribution 2016 Q.10
8. Which of the following devices are used to feed a computer system with data?  
A. Keyboard and monitor  
B. Keyboard and mouse  
C. Mouse and monitor  
D. Mouse and printer 2015 Q.2
9. Which of the following can be used as an input device and the same time output device?  
A. Microphone  
B. Modem  
C. Printer  
D. Speaker 2014 Q.3
10. An example of a function key on the computer keyboard is  
A. F1  
B. Q  
C. @  
D. NmLk 2016 Q.9

11. Devices that extend their services to enhance the function of the computer are called  
A. hardware  
B. software  
C. peripherals  
D. firmware *2017 Q.2*
12. Which of the following is a keyboard layout format?  
A. QWERTY  
B. QWRETY  
C. QWRTEY  
D. QWREYT *2017 Q.8*
13. Which of the following computer keys are used for issuing commands?  
A. Alphanumeric  
B. Numeric  
C. Standard  
D. Function *2017 Q.28*
14. Which of the following devices sends commands into the computer?  
A. Keyboard  
B. Pen drive  
C. Printer  
D. System Unit *2018 Q.2*
15. The following are input devices except  
A. keyboard  
B. monitor  
C. mouse  
D. scanner *2018 Q.14*
16. A pen-like device that is used to enter data by applying pressure on a screen is the  
A. joystick  
B. mouse  
C. pointer  
D. stylus *2019 Q.14*
17. Flat panel screen is also known as  
A. LCD  
B. VCD  
C. CRT *2013 Q.1*  
D. OCR *2011 Q.3*
18. The device that converts computer output into displayed images is the  
A. hard disk  
B. monitor  
C. printer  
D. processor *2012 Q.1*
19. The device which is used to produce hard copies from personal computers in school is  
A. photocopier  
B. monitor  
C. printer  
D. scanner *2013 Q.31*
20. The part of the computer which displays information to the user in soft copy format is the  
A. monitor  
B. printer  
C. processor  
D. scanner *2014 Q.1*
21. The sharpness of an image on a monitor screen is determined by the number of  
A. inches  
B. pits  
C. pixels  
D. unit *2014 Q.2*
22. A computer accepts data input, processes the data and produces  
A. byte  
B. data  
C. output  
D. storage *2015 Q.3*
23. Information printed on paper is referred to as  
A. carbon copy  
B. hard copy  
C. print copy  
D. soft copy *2015 Q.33*
24. An example of output device is  
A. keyboard  
B. mouse  
C. printer  
D. scanner *2016 Q.2*

25. The monitor that displays output only in one colour is  
 A. cathode ray tube  
 B. dichrome  
 C. liquid crystal display  
 D. monochrome *2018 Private Q.2*
26. Which of the following computer devices make information accessible to the end user?  
 A. Input devices  
 B. Output devices  
 C. Process devices  
 D. Storage devices *2019 Private Q.13*
27. The Liquid Crystal Display monitor of a computer is also known as  
 A. cathode ray tube  
 B. display screen  
 C. flat panel display  
 D. television display *2019 Q.12*
28. The device used to send pictures, diagrams and photographs into the computer system in a digital format is the  
 A. stylus  
 B. mouse  
 C. scanner  
 D. joystick *2020 Private Q.13*
29. Which of the following components is not an input device?  
 A. Mouse  
 B. Light pen  
 C. Keyboard  
 D. Processor *2019 Private Q.37*
30. The following components are forms of pointing devices except  
 A. mouse  
 B. cursor  
 C. trackball  
 D. touch pad *2020 Q.2*
31. The following options are computer output devices except  
 A. monitor  
 B. printer  
 C. scanner  
 D. projector *2020 Q.13*
32. Which of the following computer components is used to display the desktop icons?  
 A. Mouse  
 B. Monitor  
 C. Joystick  
 D. System unit *2020 Q.36*
33. Computer devices such as mouse and joystick are referred to as  
 A. output devices  
 B. network devices  
 C. pointing devices  
 D. standard devices *2020 Q.37*
34. Devices that translates data into a form that users can read are called  
 A. Input devices  
 B. Output devices  
 C. Storage devices  
 D. Process devices *2021 Private Q.4*
35. Which of the following devices controls the pointer on-screen?  
 A. Mouse  
 B. Monitor  
 C. Scanner  
 D. Keyboard *2021 Private Q.5*
36. The computer device that is used to display information in the softcopy form is the  
 A. Mouse  
 B. Printer  
 C. Monitor  
 D. Scanner *2021 Q.4*

# FILE AND FOLDER MANAGEMENT

1. Windows organizes information on the computer using a  
A. directory  
B. folder  
C. subdirectory  
D. disk 2011 Q.11
2. Which of the following are valid folder names?  
I. Black/Stars    II. Black:Stars  
III. Black\_Stars    IV. Black Stars  
A. I and II only  
B. II and III only  
C. III and IV only  
D. II and IV only 2011 Q.12
3. Which of the following is a valid folder name?  
A. Black/Stars  
B. Black\_Stars  
C. Black:Stars  
D. Black\* 2012 Q.23
4. An entity in a file system which contains a group of files is called a  
A. cabinet  
B. container  
C. document  
D. folder 2012 Q.29
5. Recycle bin or trash bin contains deleted files and folders from the  
A. floppy disk  
B. flash disk  
C. hard disk  
D. zip disk 2012 Q.32
6. To copy a file means to  
A. cut the file from the desktop  
B. delete the file into recycle bin  
C. make a duplicate of the file  
D. remove the file from a folder 2013 Q.11
7. A group of files are stored in a  
A. folder  
B. graphic  
C. text  
D. word 2013 Q.13
8. To copy a file means to  
A. cut the file  
B. delete the file  
C. remove the file  
D. make a duplicate of the file 2014 Q.10
9. Dragging a folder from one drive to a window on another drive is equivalent to a  
A. cut operation  
B. copy operation  
C. delete operation  
D. move operation 2014 Q.13
10. When files and folders are deleted from the computer, they go into the  
A. briefcase  
B. desktop  
C. delete bin  
D. recycle bin 2015 Q.10
11. Which of the following would happen when a user double clicks on a folder?  
A. A sub-folder would be created  
B. The folder would be closed  
C. The folder would be deleted  
D. The folder would be opened 2015 Q.12
12. A folder within another folder is called  
A. file  
B. sub folder  
C. inside folder  
D. innermost folder 2016 Q.6  
2018 Q.18
13. The location where a file is stored is called  
A. folder  
B. icon  
C. page  
D. website 2016 Q.17
14. Double-clicking on a program icon on a computer desktop  
A. cut the program's window  
B. copies the program's window  
C. closes the program's window  
D. open the program's window 2016 Q.31
15. When files are cleared from the computer, it is known as  
A. restoring  
B. editing  
C. deleting  
D. removing 2017 Q.16

16. The default storage location for files and folders is
- A. My briefcase
  - B. My computer
  - C. My documents
  - D. My network places
- 2018 Q.6*

17. Which of the following statements are true about files?
- I. A file can be renamed whilst it is open
  - II. A file cannot be deleted whilst it is open
  - III. A file deleted from a computer maybe found in the recycle bin or trash bin.

- A. I & II only
- B. I & III only
- C. II & III only
- D. I, II & III

*2018 Q.7*

18. Which of the following is used as a shortcut means to open files, folders and programs?

- A. Desktop
- B. Icon
- C. Screen
- D. Start menu

*2018 Q.17*

19. A file is a collection of

- A. books
- B. sheets
- C. different records
- D. related records

*2019 Private Q.5*

20. Which of the following represents text, image, audio and video?

- A. File
- B. Folder
- C. Notepad
- D. WordPad

*2019 Private Q.17*

21. Files are best kept in

- A. icons
- B. Folders
- C. programs
- D. application

*2019 Q.5*

22. A named collection of stored data or information is called

- A. File
- B. Text
- C. Folder
- D. Notepad

*2020 Private Q.6*

23. Which of the following options is used during file and folder management?

- A. File menu
- B. Tools menu
- C. Internet explorer
- D. Windows explorer

*2020 Q.17*

24. Deleing a file on the computer means

- A. Bolding the file
- B. Resizing the file
- C. Removing the file
- D. Modifying the file

*2021 Private Q.15*

## INTERNET AND WORLD WIDE WEB

1. A computer program that enables user to surf the internet is known as

- A. internet surfer
- B. web browser
- C. web surfer
- D. web navigator

*2011 Q.33*

*2013 Q.32*

*2015 Q.37*

2. The worldwide network that makes electronic information available to users is also known as

- A. site
- B. web
- C. browser
- D. map

*2011 Q.36*

3. The internet is a

- A. global network of computers
- B. government agency that links computers
- C. software for designing programs
- D. special network of computers in an office

*2012 Q.14*

4. Which of the following devices will enable users to get access to the Internet connection?

- A. Keyboard
- B. Modem
- C. Projector
- D. Scanner

*2013 Q.34*

5. Which of the following is a web browser?

- A. Firewall
- B. Opera
- C. Windows
- D. Yahoo

*2014 Q.32*

6. The speed of modem is measured in  
 A. baud  
 B. bit  
 C. byte  
 D. hertz *2016 Q.23*
7. The set of rules that enables different types of computers and networks on the internet to communicate with one another is the  
 A. internet rules  
 B. protocols  
 C. network rules  
 D. communication rules *2017 Q.23*
8. To connect a computer to the internet through the telephone line, one needs  
 A. a Bluetooth  
 B. a modem  
 C. a mobile phone  
 D. an infrared *2018 Private Q.25*
9. Radio satellite setup has two parts namely receiver and  
 A. broadcaster  
 B. recorder  
 C. transformer  
 D. transmitter *2018 Q.23*
10. A system of interconnected computers, telephones or other communication devices that can communicate with one another and share applications and data is referred to as  
 A. extranet  
 B. internet  
 C. intranet  
 D. network *2018 Q.24*
11. A program that enables users to view web pages and jump from one web page to another is known as  
 A. hyperlink  
 B. internet  
 C. web browser  
 D. world wide web *2019 Private Q.23*
12. The device used to transform digital signals to analogue signals and vice versa on a network is a  
 A. hub  
 B. modem  
 C. telephone  
 D. digital box *2019 Q.23*
13. Transferring data from a remote computer to a local computer is referred to as  
 A. downloading  
 B. down linking *2011 Q.37*  
 C. uploading *2013 Q.35*  
 D. up linking *2014 Q.34*
14. A tool for locating information on the internet is called  
 A. universal engine  
 B. database engine *2011 Q.38*  
 C. search engine *2012 Q.28*  
 D. deep web *2020 Q.23*
15. Which of the following features in a browser enables users to fetch the latest copy of a web page?  
 A. Refresh  
 B. Forward  
 C. Backward *2011 Q.40*  
 D. Stop *2014 Q.33*
16. Which of the following domain name extension is used by educational institution?  
 A. .com  
 B. .edu  
 C. .net  
 D. .org *2014 Q.31*
17. The http:// in a website address refers to  
 A. domain name  
 B. directory name  
 C. file name  
 D. protocol *2014 Q.35*
18. In computing, an element which links from one document to another or within the same document is called  
 A. hyperlink  
 B. pointer  
 C. web browser *2015 Q.32*  
 D. web page *2020 Q.24*
19. Which of the following is not a component of the uniform resource locator (URL)?  
 A. Web protocol  
 B. Name of browser  
 C. Name of web server *2016 Q.22*  
 D. Name of the file with the directory
20. A special software that is used to access the internet is called  
 A. Address bar  
 B. Search engine  
 C. Web browser *2016 Q.24*  
 D. Windows XP

21. A collection of linked documents or pages stored on millions of computers and distributed across the world is called
- internet
  - hyperlink
  - world wide web
  - browser
- 2017 Q.22*
22. The basic information on the internet can be in the form of the following except
- text
  - sound
  - graphic
  - game
- 2017 Q.35*  
*2020 Private Q.24*
23. If you want any information on the internet that contains the keywords “Kofi”, “Annan” and “Ghana”, which of the following would be the most appropriate search text to provide to the search engine?
- Search for Kofi Annan and Ghana on any website
  - I want any information on Kofi Annan and Ghana
  - Kofi Annan Ghana
- I only
  - II only
  - I and II only
  - III only
- 2017 Q.36*
24. A student wants to search for information on the internet to have solution on the ICT assignment from school. Which of the following do you recommend for him/ her to use?
- E-mail address
  - Search engine
  - Compose
  - Inbox
- 2017 Q.38*
25. Which of the following buttons is used to reload a page?
- Back
  - Forward
  - Go
  - Refresh
- 2018 Private Q.22*
26. An element in electronic document that links one place to another place in the same document or another document is called
- connect
  - link
  - hyperlink
  - search
- 2018 Private Q.36*
27. Specialized program that assists a user to locate information on the web and on the internet is called
- agents
  - search engine
  - web
  - web portal
- 2018 Q.36*
28. In a web browser, where is the website address typed?
- Address bar
  - Home page
  - Menu bar
  - Status bar
- 2018 Q.22*
29. Which of the following is a complete website address?
- hhpp://www.waecghana.org
  - hhttp://www.waecghana.org
  - http://www.waecghana.org
  - http://www.waecghana.org
- 2018 Q. 37*
30. Downloading of software and video from the internet is a major source of computer
- information
  - protection
  - safety
  - virus
- 2019 Private Q.36*
31. A collection of linked documents and pages stored on millions of computers distributed across the world is called
- browser
  - hyperlink
  - internet
  - world wide web
- 2019 Q.22*
32. Google is an example of a
- browser
  - search engine
  - span mail
  - website
- 2019 Q.24*
33. The buttons for reload/refresh, back, stop and forward can be found on the following applications except
- Search engine
  - Web browser
  - Website
  - WhatsApp
- 2019 Q.35*
34. Personal log or journal entries posted on the web are known as

- A. blogs  
B. e-mails  
C. web casts  
D. list servers *2020 Private Q.22*
- 35.** The largest computer network ever to have emerged is the  
A. extranet  
B. intranet  
C. internet  
D. satellite *2020 Private Q.23*
- 36.** The acronym ISP stands for  
A. Internet System Provider  
B. Internet Service Provider  
C. Information System Provider  
D. Information Service Provider *2020 Q.22*
- 37.** The set of rules that enables different types of computers and networks on the internet to communicate with one another is the  
A. internet  
B. network  
C. protocol  
D. Communication *2020 Q.35*
- 38.** Which of the following options is not a feature of the internet?  
A. SMS  
B. E-mail  
C. Formatting  
D. File transfer *2021 Private Q. 31*
- 39.** The worldwide network of computers that makes information available to users is the  
A. Web  
B. Link  
C. url  
D. browser *2021 Private Q. 32*
- 40.** The computer program that helps users to access the internet is the  
A. Website  
B. Web page  
C. Web browser  
D. Web address *2021 Private Q. 33*
- 41.** Copying information from the internet onto a computer is the same as  
A. Saving  
B. Pasting  
C. Uploading  
D. Downloading *2021 Private Q. 36*
- 42.** Which of the following is a valid website address?  
A. http://waecgh.org  
B. hppt://waecgh.org  
C. hhttp://waecgh.org  
D. http://waecgh.org *2021 Q. 31*
- 43.** A special software that is used to access the internet is called  
A. Web page  
B. Address bar  
C. Web browser  
D. Search engine *2021 Q. 32*
- 44.** In computing, an element or icon that links one document to another in a different document or within the same document is a  
A. Pointer  
B. Web page  
C. Hyperlink  
D. Web browser *2021 Q. 33*
- 45.** Which of the following options is a web browser?  
A. DOS  
B. Windows  
C. Internet Explorer  
D. Operating system *2021 Q. 34*
- 46.** Which feature of a web browser enables a user to access the latest information from the browser?  
A. Home  
B. Refresh  
C. Forward  
D. Backward *2021 Q. 36*

## E-MAIL AND SHARING OF INFORMATION

1. Which of the following terms refers to unsolicited e-mails in the form of advertising or letters?  
A. Compose  
B. Inbox  
C. Spam  
D. Trash  
*2012 Q.39*  
*2013 Q.37*
2. The command button that opens a dialog box for users to create an e-mail message is ....  
A. back button  
B. compose button  
C. create button  
D. refresh button  
*2014 Q.36*
3. The button that opens a dialogue box for users to create an email message is  
A. Back  
B. Compose  
C. Create  
D. Refresh  
*2015 Q.34*
4. Which of the following does a user need to bypass before accessing an email?  
A. Gmail and password  
B. Yahoo and username  
C. Password and username  
D. Computer name and password  
*2016 Q.36*
5. All the following are unethical use of E-mail except  
A. Deleting any message, you do not need  
B. Sending damaging information about people  
C. Sending of malicious software  
D. Sending spam  
*2018 Private Q.23*
6. Which of the following options is used to create an e-mail message?  
A. Attachment  
B. Compose  
C. Inbox  
D. Send  
*2018 Private Q.35*
7. Unsolicited bulk electronic messages are generally referred to as  
A. communication  
B. e-mail  
C. spam  
D. virus  
*2018 Private Q.37*
8. The term e-mail stands for  
A. Easy mail  
B. Electrical mail  
C. Electronic mail  
D. English mail  
*2019 Private Q.24*
9. The best way to exit from an email account is to  
A. log in first  
B. log out first  
C. switch user first  
D. change account first  
*2019 Private Q.35*
10. Which of the following is true about e-mail communication?  
A. Every user of an e-mail account needs a valid address and password  
B. Every user of an e-mail account needs a valid username and password  
C. Every user of an e-mail account needs only a valid password  
D. Every user of an e-mail account needs only a valid username  
*2019 Private Q.37*
11. A teacher using the Internet decided to send an electronic mail to Junior High School Students in Ghana. Which of the following will the Teacher use to accomplish his / her mission?  
A. Website address  
B. Data file address  
C. E - mail address  
D. Modern address  
*2011 Q.34*
12. In e-mail context, what does BCC stands for?  
A. Blank Carbon Copy  
B. Blind Carbon Copy  
C. Bulk Carbon Copy  
D. Backup Carbon Copy  
*2011 Q.35*  
*2015 Q.36*
13. On an email interface, which of the following area is mandatory to complete and send message?  
A. Sender body  
B. Sender name  
C. Message header / Subject  
D. Message recipient e-mail address  
*2014 Q.30*
14. Which of the following options is used to access message from an Inbox in an electronic mail?

- A. Mail  
B. Send/ Receive  
C. Import/ Export  
D. Create new account **2016 Q.35**
- 15.** The fastest form of sending information is through the  
A. Ghana post  
B. EMS  
C. E-mail  
D. DHL **2017 Q.24**
- 16.** Which of the following is compulsory when composing and sending an email?  
A. Message Body  
B. Message Header/Subject  
C. Recipient's Email Address  
D. Sender's Name **2018 Q.35**
- 17.** Which of the following email features can be used to communicate a new message to a friend?  
A. Send/Compose  
B. Compose/Send  
C. Import/Export  
D. Create a new account/Existing user account **2020 Private Q.35**
- 18.** Which of the following addresses will help a teacher send a message to his/her class?  
A. E-mail address  
B. Source address  
C. Website address  
D. Destination address **2021 Private Q.34**
- 19.** In an e-mail concept, bcc means  
A. Blank carbon copy  
B. Black carbon copy  
C. Blind carbon copy  
D. Bulk carbon copy **2021 Private Q.35**
- 20.** The command button that opens up a dialogue box for users to compose an email message is the  
A. Sent button  
B. Junk button  
C. Inbox button  
D. Create button **2021 Q.35**

## CREATING A WORD PROCESSING DOCUMENT

- 1.** The total number of command buttons on the title bar of an opened word processing window is  
A. 2  
B. 3  
C. 5  
D. 6 **2012 Q.5**
- 2.** A program on the computer which enables users to type letters to friends is the  
A. Browser  
B. Spreadsheet  
C. Utility  
D. Word processing **2012 Q.24**
- 3.** The method of reproducing copies of a document is termed  
A. copying  
B. pasting  
C. photocopying  
D. printing **2016 Q.13**
- 4.** The following are features of a word processing window except  
A. desktop  
B. font  
C. print  
D. zoom **2016 Q.21**
- 5.** The process of moving different portions of a document on the screen into view is called  
A. downward  
B. upward  
C. moving  
D. scrolling **2017 Q.6**
- 6.** A word document created with a word processing program will have the extension  
A. .doc  
B. .txt  
C. .ppt  
D. .xls **2017 Q.21**
- 7.** A symbol on the screen that indicates where the next character typed will appear is  
A. text mark  
B. indicator

- C. pointing stick  
D. insertion point *2017 Q.31*
8. Which of the following is not a language tool in a word processing application  
A. find and replace  
B. grammar checker  
C. spell checker  
D. thesaurus *2018 Private Q.32*
9. Computerized text editing can appropriately be applied to  
A. Database application  
B. Desktop application  
C. Spreadsheet application  
D. Word processing *2018 Private Q.21*
10. A word processor is used to  
A. browse the internet  
B. change wallpaper  
C. search for audio files  
D. type letters *2018 Private Q.31*
11. Which of the following bar is not a feature of a Word processing program?  
A. Formula bar  
B. Menu bar  
C. Status bar  
D. Standard toolbar *2019 Private Q.21*
12. Which of the following is an example of a Word processor?  
A. Excel  
B. Lotus 1,2,3  
C. Notepad  
D. Print artist *2019 Q.10*
13. The shortcut to some commands on the menu bar of a Word processing application program can be found on the  
A. scroll bar  
B. status bar  
C. standard toolbar  
D. title bar *2019 Q.33*
14. To save a previously saved document under a new name, use the  
A. Save command  
B. Rename command  
C. Re-save command  
D. Save As command *2011 Q.25*
15. The command that enables the user to save previously saved document under a new name is  
A. New  
B. Rename  
C. Save  
D. Save As *2012 Q.25*
16. The save command is found under which of the following menu option?  
A. Edit  
B. File  
C. Insert  
D. Tools *2013 Q.26*
17. When a text automatically moves to the nest line at the end of a margin in a word processing program, it is referred to as  
A. text wrap  
B. word wrap *2013 Q.28*  
C. text movement *2014 Q.27*  
D. word movement *2015 Q.25*
18. Which of the following commands is used to resave an edited file with the same file name?  
A. Copy  
B. Save  
C. Save As  
D. Send *2014 Q.22*
19. To create a space between characters, words and sentences, use the  
A. backspace key  
B. enter key  
C. shift key  
D. spacebar key *2016 Q.28*
20. The process that is used to recall a document previously saved is termed  
A. copy  
B. enter  
C. open  
D. save as *2016 Q.30*
21. The command button used to recall existing document in a Word processing application is  
A. Copy  
B. Open  
C. Save  
D. Save As *2018 Private Q.30*
22. The default orientation for a Word document is  
A. A4  
B. landscape *2018 Q.21*

- C. letter
  - D. portrait
23. In Word processing environment, the blinking bar that shows the user where the next characters typed will appear is called
- A. character point
  - B. flashing bar
  - C. insertion point
  - D. typing bar *2019 Private Q.30*
24. Which of the following options cannot be used to open a new blank document in a Word processing program?
- A. File menu
  - B. Formatting toolbar
  - C. Standard toolbar
  - D. Start menu *2019 Private Q.33*
25. In typing a class assignment given by a Ghanaian language teacher using the computer, which of the following application programs will be appropriate to use by the student?
- A. Spreadsheet program
  - B. Database program
  - C. Word processing program
  - D. Graphical program *2011 Q.23*
26. Word processing is used mainly by
- A. Accountants
  - B. Artists
  - C. Engineers
  - D. Secretaries *2013 Q.33*
27. Launching a Word processing application will

- A. open existing document
- B. open formatted document
- C. create a recent document
- D. create a blank document

*2020 Private Q.21*

28. Which of the following menu options contains the new blank document command?
- A. Edit
  - B. File
  - C. Format
  - D. Insert *2020 Private Q.30*
29. Which of the following menu commands is used to give a file a name and a place to be stored?
- A. New
  - B. Open
  - C. Print
  - D. Save As *2020 Private Q.32*
30. The feature that allows a text to automatically move to the next line when typing in word processing environment is the
- A. Text wrap
  - B. Line wrap
  - C. Word wrap
  - D. Document wrap *2021 Private Q.26*
31. Which of the following options shows the contents of both the standard toolbar and the formatting toolbar?
- A. Design
  - B. Home tab
  - C. Page Layout
  - D. Clipboard group *2021 Q.29*

## EDITING A WORD PROCESSING DOCUMENT

1. The standard toolbar contains buttons that
- A. close and resize windows
  - B. control page margins and tabs
  - C. performs the most common tasks
  - D. help users to navigate through the document *2012 Q.26*
2. Double clicking on a word in a word processing program selects the
- A. document
  - B. paragraph
  - C. sentence
  - D. word *2012 Q.35*
3. Which of the following keys is used for multiple selection of text that are not continuous?
- A. Alt
  - B. Ctrl
  - C. Del
  - D. Shift *2013 Q.22*
4. When a user clicks within a selected text by holding down the left mouse button, and then transfers the cursor to a different location within the same document, the text will be
- A. open existing document
  - B. open formatted document
  - C. create a recent document
  - D. create a blank document *2020 Private Q.31*

- A. cut  
B. moved  
C. copied  
D. deleted 2013 Q.23
5. Which of the following command button is found on the standard toolbar?  
A. Bold  
B. Bullets  
C. Redo  
D. Undo 2013 Q.27
6. Which of the following steps will open a check and correct errors and submit the file for safe keeping under a word processing application?  
A. File, Open, Edit and save  
B. Open, File, Edit and Save  
C. Open, File, Close and Save  
D. Start, Open, Edit and Save 2016 Q.32
7. The process of a user placing the cursor at the end of a text, holds down the left mouse button and drag to the other end of the text is referred to as  
A. copying  
B. cutting  
C. moving  
D. selecting 2016 Q.33
8. Making changes to an existing document is known as  
A. creating  
B. modifying  
C. adjusting  
D. editing 2017 Q.30
9. Making changes and corrections of grammatical errors to an existing document is referred to as  
A. correction  
B. deleting  
C. editing  
D. formatting 2018 Q.30
10. Which of the following keyboard keys can be used to delete characters in a Word processing program?  
A. Backspace  
B. Shift  
C. Space bar  
D. Tab 2018 Q.31
11. Which computer keyboard key should be pressed to start a new paragraph in a Word processing program?  
A. Control + Enter key  
B. Down cursor key  
C. Enter key  
D. Shift + Enter key 2018 Q.32
12. The computer keyboard combination that would move the cursor insertion points to the beginning of the current document is  
A. Ctrl + B  
B. Ctrl + H  
C. Ctrl + Home  
D. Ctrl + pgUp 2014 Q.21
13. If a user places the mouse cursor at one end of a text, holds down the left button and drags to the other end of the text, the effect will be  
A. copying the text  
B. cutting the text  
C. moving the text  
D. selecting the text 2015 Q.20
14. Spelling errors in Microsoft Word are displayed with a  
A. green straight line under the word  
B. green wavy line under the word  
C. red straight line under the word  
D. red wavy line under the word 2019 Private Q.32
15. To resave an edited document, use  
A. ctrl + C  
B. ctrl + S  
C. ctrl + V  
D. ctrl + X 2019 Q.21
16. The feature in a Word processor that automatically moves the cursor to the beginning of the next line when the current typing line ends is called  
A. auto text  
B. auto correct  
C. line flow  
D. word wrap 2019 Q.31
17. A red wavy line under a word in a Word processing document refers to a word  
A. not in the computer dictionary  
B. not recognized by the computer  
C. too long for the computer  
D. too short for the computer 2019 Q.32

18. To edit a Word document, the user must first

- A. bold the word
- B. format the word
- C. select the word
- D. underline the word

*2020 Q.21*

19. The keyboard keys' combination that will allow a user to move from the current cursor position in a Word document to the beginning of the first line of the first page

- A. ctrl + end
- B. ctrl + tab
- C. ctrl + home
- D. ctrl + page up

*2020 Q.29*

20. Highlighting a text is similar to

- A. editing the text
- B. selecting the text
- C. formatting the text
- D. paragraphing the text

21. Double-clicking on a word in a word processing environment

- A. Prints the word
- B. Pastes the word
- C. Copies the word
- D. Selects the word

22. The commands used to move selected text from one location to another in the same document is

- A. Cut and copy commands
- B. Copy and edit commands
- C. Cut and paste commands
- D. Copy and paste commands

23. Which of the following keys is used for multiple selection of texts that are not continuous?

- A. Alt
- B. Tab
- C. Ctrl
- D. Shift

## FORMATTING A WORD PROCESSING DOCUMENT

1. To bold a text in word processing environment, first select the text, then use the shortcut keys

- A. ctrl + B
- B. shift + B
- C. alt + B
- D. insert + B

*2011 Q.26*

2. The symbols B, I, U are commonly used buttons found on the

- A. standard toolbar
- B. formatting toolbar
- C. menu bar
- D. drawing toolbar

*2011 Q.27*  
*2013 Q.18*  
*2018 Private Q.33*

3. Given sizes and designs of the letters, numbers and symbols that are displayed in word processing document are referred to as

- A. align
- B. bullet
- C. font
- D. indent

*2012 Q.10*

4. To underline a selected text in a word processing program, the keys used are

- A. ctrl + U
- B. shift + U

- C. alt + U
- D. del + U

*2012 Q.34*

5. Which of the following menu titles contain the bullets and numbering command?

- A. Edit menu
- B. File menu
- C. Format menu
- D. Insert menu

*2013 Q.24*

6. In order to apply bold formatting to a section of existing text, the user must first

- A. click on the formatting button
- B. click the shortcut mouse button
- C. save the document
- D. select the section to be formatted

*2013 Q.25 ; 2014 Q.24*

7. Text that is justified is

- A. adjusted to meet one margin
- B. adjusted to meet both margin
- C. grammatically correct
- D. only visible in print preview

*2014 Q.25*

8. Which of the following keys are used to underline a text in word processing?

- A. Ctrl + B
- B. Ctrl + H
- C. Ctrl + I
- D. Ctrl + U

2014 Q.26

9. To underline selected text(s) under a word processing environment, use the shortcut keys

- A. ctrl + U
- B. shift + U
- C. alt + U
- D. insert + U

2015 Q.21

10. Which of the following options is required to save a document with a different name?

- A. File, New
- B. File, Close
- C. File, Save
- D. File, Save As

2015 Q.24

11. In the symbol H<sub>2</sub>O, the 2 appears as a

- A. number
- B. positive integer
- C. subscript
- D. superscript

2015 Q.26

12. Which of the following steps can be used to change the font type of a document?

- A. Format/Select/ Font/ Font type
- B. Font/ Select/ Format/ Font type/ Ok
- C. Select/Format/ Font type/ Ok
- D. Format/ Font/ Highlight/ Ok/ Font type

2017 Q.32

13. Data that is copied from an application are temporarily stored in the

- A. clip art
- B. clipboard
- C. document
- D. recycle bin

2018 Private Q.18

14. Which of the following computer keyboard keys combination is used to right align a text in a Word processing application?

- A. Ctrl + E
- B. Ctrl + I
- C. Ctrl + R
- D. Ctrl + U

2020 Private Q.28

15. To centre text in a Word processing application, use the keyboard keys combination

- A. Ctrl + U
- B. Ctrl + L
- C. Ctrl + E
- D. Ctrl + B

2020 Q.28

16. The justified command will align the selected text to

- A. the left of the margin
- B. the right of the margin
- C. the centre of the margin
- D. both left and right of the margin

2020 Q.30

17. The align centre command will place the selected text at the centre of the

- A. page
- B. print
- C. window
- D. screen

2020 Q.31

18. To underline a word in a word processing environment, use the keyboard shortcut keys

- A. Ctrl + P
- B. Ctrl + V
- C. Ctrl + U
- D. Ctrl + X

2021 Private Q.28

19. To underline a selected text in a word document, the computer keyboard shortcut keys used are

- A. Alt + U
- B. Tab + U
- C. Ctrl + U
- D. Shift + U

2021 Q.28

## THE USE OF THE DRAWING TOOLBAR IN WORD

- Which of the following is not a tool on the drawing toolbar?
  - Arc
  - Oval
  - Drop cap
  - Line

*2011 Q.28*
- Lines, block arrow, and flowcharts are located on the
  - drawing toolbar
  - standard toolbar
  - formatting toolbar
  - menu bar

*2011 Q.30*
- Which of the following is a tool on the drawing toolbar of a word processing program?
  - Align
  - Bold
  - View
  - Oval

*2012 Q.11*  
*2020 Private Q.33*
- Which of the following is a tool on a drawing toolbar?
  - Arrows
  - Change case
  - Drop Cap
  - Text Direction

*2013 Q.29*
- A rectangle can be drawn in word processing application using the
  - arrow
  - circle
  - oval
  - square

*2013 Q.30*
- Adding 3-D effect to an object is done through the
  - Auto Formatting dialogue box
  - Drawing Toolbar
  - Formatting Toolbar
  - Graphic Styles menu

*2015 Q.23*

## PRINTING A WORD PROCESSING DOCUMENT

- To preview a document before printing is necessary because
  - it displays the name of the document
  - it displays how the document will look like after printing
  - it displays copy and paste of the document
  - it formats the document

*2011 Q.32*
- To see exactly how a pages of current document will appear when printed, the command given is the
  - Page Setup command
  - Print preview command
  - Print command
  - View command

*2012 Q.27*
- On which of the following toolbars is the print preview button located?
  - Drawing
  - Formatting
  - Header and Footer
  - Standard

*2013 Q.39*  
*2015 Q.29*  
*2018 Q.34*
- To print a document after previewing, use the
  - Edit command button
  - Open command button
  - Print command button
  - Save command button

*2014 Q.29*
- Which of the following document views will enable a user to view a document as it will appear on a printed page?
  - Normal view
  - Outline view
  - Print layout view
  - Web layout view

*2015 Q.28*  
*2019 Q.34*
- In using Ms Word, one can decide to see exactly how the pages of the current document will appear when printed. Which of the following best describes this?
  - Printer print
  - Print preview
  - Printer view
  - Print view

*2017 Q.34*
- Which of the following menus contains the print command?
  - Edit
  - File
  - Format
  - Insert

*2020 Private Q.34*  
*2020 Q.33*

8. The keyboard shortcut keys for printing a document is  
A. Alt + P  
B. Ctrl + P  
C. Alt + print  
D. Ctrl + print *2020 Q.34*
9. An electronic version of a document is called a  
A. Software  
B. Softcopy  
C. Hardcopy  
D. Computer copy *2021 Private Q. 2*
10. The default orientation for a word processing document is  
A. Oval  
B. Portrait  
C. Rectangle  
D. Landscape *2021 Private Q. 25*

11. To preview a document, the user needs to click on the  
A. View button  
B. Print button  
C. Page layout button  
D. Print preview and print button *2021 Private Q. 30*
12. To print a document after previewing, use the  
A. Edit command  
B. Print command  
C. Open command  
D. Save command *2021 Q. 30*

## TOOLBARS

1. The scroll bar enables users to  
A. close application  
B. maximize a window  
C. restore a window  
D. view hidden information *2018 Private Q.26*
2. Which of the following are types of scrollbars?  
A. left and right bars  
B. top and bottom bars  
C. up and down bars  
D. vertical and horizontal bars *2018 Private Q.34*
3. The standard toolbar contains buttons that  
A. closes and resizes windows  
B. control page margins and tabs  
C. perform most common tasks  
D. help users to navigate through the document *2012 Q.26*
4. The print preview button is located on which of the following toolbars?  
A. drawing toolbar  
B. formatting toolbar  
C. head/Footer toolbar  
D. standard toolbar *2015 Q.29*
5. Which of the following is not a toolbar?  
A. Drawing toolbar  
B. Picture toolbar  
C. WordArt toolbar  
D. Word wrap toolbar *2011 Q.29*

## INTRODUCTION TO SPREADSHEET

- The computer equivalence of a sheet of paper divided into rows and columns in the office suite is called
  - Database
  - Electronic sheet
  - Spreadsheet
  - Word processor

*2012 Q.15*
- Which of the following terms in a spreadsheet is identified by a letter and a number?
  - Column
  - Cell
  - Range
  - Row

*2015 Q.40*
- In a spreadsheet application, which of the following can be identified by a letter?
  - Cell
  - Column
  - Range
  - Row

*2016 Q.40*
- Mathematical calculations in a spreadsheet application are called
  - Labels
  - Formulas
  - Numbers
  - Values

*2011 Q.39*  
*2014 Q.38*  
*2016 Q.39*
- A spreadsheet cell name is referenced by a
  - letter
  - number
  - letter and number
  - number and Letter

*2016 Q.38*
- A set of cells in the horizontal direction in a spreadsheet application is called
  - active cell
  - column
  - row
  - sheet

*2017 Q.38*
- In spreadsheet, you can create a relationship between two cells using
  - numbers
  - text
  - formulae
  - rows

*2017 Q.39*
- The power of spreadsheet lies in its
  - cells
  - formulae
  - labels
  - worksheets

*2018 Private Q.10*
- In a Spreadsheet application, which of the following displays the content of the active cell?
  - Formula bar
  - Menu bar
  - Name box
  - Standard toolbar

*2018 Q.12*
- The horizontal and vertical lines on a worksheet are called
  - cells
  - gridlines
  - scroll bars
  - sheets

*2019 Private Q.9*
- The name given to each cell according to its column label and row number is called
  - active cell
  - cell formula
  - cell reference
  - highlighted cell

*2019 Q.9*
- An application that helps the user to change any number in a cell and immediately see the result of that change in another cell is a
  - Database
  - Presentation
  - Spreadsheet
  - Word processor

*2019 Q.40*
- The intersection of the 8th row and the 7th column in a spreadsheet application will have the cell reference
  - 8G
  - G8
  - 7H
  - H7

*2013 Q.40*
- A rectangular grid of rows and columns of an application where data is entered is called
  - Notepad
  - Paint
  - Word processor
  - Worksheet

*2019 Private Q.39*
- The content of a selected cell is shown in

- the
- A. formula bar  
B. name box  
C. status bar  
D. title bar **2019 Q.39**
16. To apply a formula or function in a spreadsheet program, the symbol used is  
A. = or \*  
B. = or +  
C. = or /  
D. = or - **2014 Q.40**
17. The sign which represents an insertion of a formula in a spreadsheet program is  
A. = or +  
B. = or -  
C. = or \*  
D. = or / **2015 Q.39**
18. Which of the following programs has features like a grid book?  
A. Microsoft paint  
B. Spreadsheet  
C. Open source writer  
D. Microsoft word **2017 Q.9**
19. In spreadsheet application, which of the following symbols represents division?  
A. +  
B. \*  
C. #  
D. / **2018 Private Q.38**
20. Which of the following is used for addition in spreadsheet function?  
A. ADD  
B. AVERAGE  
C. MULTIPLICATION  
D. SUM **2018 Private Q.39**
21. Which of the following is used to find the maximum number among a set of numbers in Spreadsheet functions?  
A. MAX  
B. MIN  
C. MAXIMUM  
D. MINIMUM **2018 Private Q.40**
22. In spreadsheet application, which of the following symbols represents multiplication?  
A. x  
B. \*  
C. ÷  
D. / **2018 Q.38**
23. Which of the following is used for multiplication operation in spreadsheet functions?  
A. ADD  
B. AVERAGE  
C. MULTIPLICATION  
D. PRODUCT **2018 Q.39**
24. Which of the following is used to find the minimum number among a set of number in spreadsheet functions?  
A. MAX  
B. MIN  
C. MAXIMUM  
D. MINIMUM **2018 Q.40**
25. In spreadsheet application, which of the following symbols represents addition?  
A. /  
B. \*  
C. ÷  
D. + **2019 Private Q.38**
26. The following are valid cell addresses of a worksheet except  
A. A1  
B. AA1  
C. A1A  
D. Z1 **2019 Private Q.39**
27. Which of the following functions is used to find the mean number in a set of numbers in spreadsheet?  
A. Average  
B. Maximum  
C. Minimum  
D. Summation **2019 Q.38**
28. Which of the following is true about spreadsheet software? It is a type of  
A. utility software  
B. system software  
C. operating system  
D. application software **2020 Private Q.10**
29. A spreadsheet cell is identified by  
A. cell and row letter  
B. cell and row number  
C. column letter and row number  
D. row letter and column letter **2020 Private Q.38**

30. A simple worksheet consisting of rows and columns in which data can be entered electronically is known as  
 A. Blank sheet  
 B. Excel sheet  
 C. Lotus sheet  
 D. Spreadsheet 2020 Private Q.39
31. By default, how many worksheets does a new workbook in a spreadsheet contain?  
 A. 2  
 B. 3  
 C. 4  
 D. 5 2020 Private Q.40
32. A set of cells in the vertical direction in a spreadsheet application is called  
 A. row  
 B. sheet  
 C. column  
 D. active cell 2020 Q.10
33. The intersection of a row and a column is called  
 A. cell  
 B. data  
 C. formula  
 D. worksheet 2020 Q.38
34. The spreadsheet cell that a user works in at any given time is called  
 A. active cell  
 B. inactive cell  
 C. adjacent cell  
 D. working cell 2020 Q.39
35. Cell address is normally displayed in the  
 A. title bar  
 B. status bar  
 C. name box  
 D. formula bar 2020 Q.40
36. Which of the following applications uses spreadsheet software?  
 A. Excel  
 B. ~~Writer~~ Norton  
 C. ~~Norton~~ Writer  
 D. PageMaker 2021 Private Q.37
37. Which of the following software packages consists of cells arranged in rows and columns?  
 A. Graphics  
 B. Spreadsheets  
 C. Presentations  
 D. Word processors 2021 Private Q.38
38. The intersection of the 8th and 7th column in a spreadsheet application will have the cell referenced  
 A. 8G  
 B. G8  
 C. 7H  
 D. H7 2021 Private Q.39
39. Mathematical spreadsheets are made possible by the use of  
 A. Values  
 B. Letters  
 C. Numbers  
 D. Formulas 2021 Private Q.40
40. Mathematical calculations in a spreadsheet application are called  
 A. Labels  
 B. Values  
 C. Numbers  
 D. Formulae 2021 Q.37
41. Which of the following terms in a spreadsheet application is identified by a letter and a number?  
 A. Row  
 B. Cell  
 C. Range  
 D. Column 2021 Q.38
42. A selected cell in a spreadsheet application is the  
 A. Name box  
 B. Active cell  
 C. Cell address  
 D. Formula bar 2021 Q.39
43. The sign used to prompt a spreadsheet application that a user is about to apply a formula to a cell is  
 A. -  
 B. \  
 C. /  
 D. = 2021 Q.40

## **END OF OBJECTIVES TEST**

# ANSWERS TO B.E.C.E. OBJECTIVES

*This page intentionally left blank*

*NB: We only sell the hardcopies of our Grade1 allcbts Series. The complete softcopy of Grade1 Past Questions and Answers are not available for sale due to copyright reasons.*

*However the raw past questions and answers (yearly basis) is available for sale in both PDF and MS Word versions.*

*All past questions up-to-date for all subjects (except the languages) are available.*

*Contact:*

**0502117777**

*for your copies.*

***This page intentionally left blank***

***NB: We only sell the hardcopies of our Grade1 allcbts Series. The complete softcopy of Grade1 Past Questions and Answers are not available for sale due to copyright reasons.***

***However the raw past questions and answers (yearly basis) is available for sale in both PDF and MS Word versions.***

***All past questions up-to-date for all subjects (except the languages) are available.***

***Contact:***

***0502117777***

***for your copies.***

# PAPER 2 (ESSAY)

## *Questions & Answers*

### STUDY OBJECTIVES

*By the end of this section, you should be able to:*

- Provide standard answers for all the BECE Past Questions on first attempt.
- Spot the style and trends used in setting of BECE Paper 2 (Essay) type questions, including patterns in repetition of questions.
- Assess properly what you have learned under the various topics treated in ICT. Get adequately prepared to attempt all examinations with confidence.

### ORGANIZATION OF CONTENT:

- This section comprises the PAPER 2 (Essay) type questions and answers which have been put into 'topic groups' or sub-strands.
- Both Practical and Theory type questions have been mixed together in this section.
- The specific year for each of the questions have been indicated in bold-italicized text at the end of the question. E.g. **2021 Q2 (a)** meaning the question was set as *Question number 2 (a) in the 2021 Main BECE*. '**Private**' is also indicated for the *private BECE* questions.
- Answers to repeated questions are quoted with reference to the answers of the original/initial question.

# INTRODUCTION TO COMPUTING

## QUESTIONS

1. List the steps (in the right order) involved in switching on a personal computer system. [2011 Q1(b)]

2. Identify the following *ICT* tools:

(A)



(B)



(C)



[2011 Q1(c)]

3. Classify the following into either *input* or *output* device in the table below:

(i) Microphone

(ii) Joystick

(iii) Webcam

(iv) Plotter

(v) Scanner

(v) Mouse

[2011 Q2(b)]

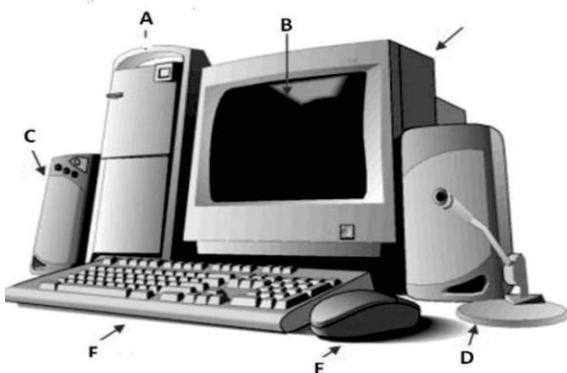
INPUT DEVICE	OUTPUT DEVICE

4. (a) Explain the term *Desktop* as used in the personal computer environment.

(b) List **three** areas of learning where information and communication technology tools can be integrated.

(c) State **two** benefits associated with the use of information and communication tools in teaching and learning. [2011 Q3(a)(b)(d)]

5. Use the diagram below to answer question (a) and (b)



(a) Identify the diagram above.

(b) Name the parts labelled A, B, C, D, E and F of the diagram.

(c) List the **five** main component of the computer keyboard.

(d) Give the stages involved in the Information Processing Cycle.

(e) List, in the right order, the steps involved in Turning Off a personal computer. [2012 Q1]

6. Write the following acronyms in full:

(i) ALU

(ii) CPU

[2012 Q2(b)]

7. (a) Explain the following types of software:

(i) System software

(ii) Application software

(b) State the function of the following buttons as used in application software:

(i) Minimize

(ii) Maximize

(iii) Close

[2012 Q3(a)(b)]

8. State **three** ways *ICT* can be used in basic education in Ghana.

[2012 Q4(b)]

9. (a) Explain communication as used in computer industry

(b) Video conferencing refers to .....

(c) List **two** devices associated with video conferencing.

(d) State **four** media for sending and receiving Information.

[2013 Q3]

10. What is:





(i) Motherboard

(ii) Ergonomics

(iii) Menu bar

[2015 Q5(a)]

11. Complete the table below

Windows Buttons	Name of Window button	Function of window button
		
		
		
		

[2014 Q1(b)]

12. (a) List **two** components of the central processing unit.

(b) List **two** operating system software.

(c) List **three** health hazards associated with prolong use of computer and ICT tools.

[2014 Q3(c)(d)(e)]

13. In the space provided below, draw a well labelled computer mouse.



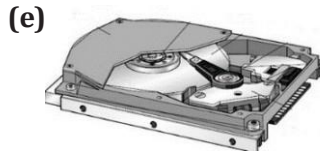
[2015 Q1(a)]

14. Outline the steps involved in performing the following task:

(i) Changing the desktop of a personal computer

[2015 Q1(b)]

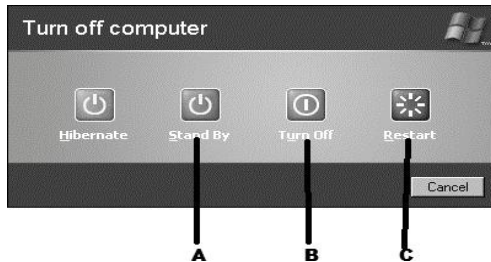
15. Identify the following ICT tools



[2015 Q2]

16. In a typical application window, list **two** command buttons that are found on the control menu  
[2015 Q4(b)]

17. (a) Identify the diagram below:



(b) Identify the part labeled A, B, and C in 1(a)

[2016 Q1(a)(b)]

18. Match the items in Group 1 to those in Group 2 with lines

[2017 Q2(b)]

**Group 1**

- Speedometer
- Electric stove
- Money Counting Machine
- X-ray Machine

**Group 2**

- Bank
- Car
- Hospital
- Home

19. (a) State **three** ways through which computers may be damaged.

(b) List **three** specific areas of learning where ICT tools can be integrated.

[2017 Q4(a)(b)]

20. (a) What is: (i) Application software (ii) System software

(b) Give **three** examples of operating system

[2018 Q4(a)(b)]

21. (a) What are the **four** basic operations performed by any computer system?

(b) List **four** hardware components of a computer system

[2018 Private Q2(a)(b)]

22. List **two** components of the central processing unit. [2019 Private Q2(c)]

23. Using the table below, indicate where the following components can be seen on the computer system unit: *CD/DVD Slot, CPU, Floppy disk slot, Memory, Motherboard, Power button, Power Supply port, PS/2 port, VGA port*

[2019 Q2(a)]

BACK VIEW	FRONT VIEW	INSIDE VIEW

24. Explain computer term *Hardware*. [2019 Q3a]

25. (a) State the function of an *uninterruptible power supply*. [2019 Q4a(iii)]

26. State **three** uses of computers in each of the following areas:  
 (a) Education (b) Everyday life [2019 Q5(a)(b)]

27. List **two** operating system software [2019 Private Q2(b)]

28. Explain the term *computer software* [2019 Q3(c)]

29. What is:  
 (a) Desktop (b) Title bar (c) Toolbar (d) Menu bar [2019 Private Q3]

30. Identify and write the name of **each** of the following devices:



[2020 Private Q1(c)]

31. Explain the **four** basic operations by every computer. [2020 Private Q2]

32. Write the acronym **DOS** in full [2020 Private Q4(c)]

33. (a) State **three** positive uses of computers in the government sector.  
 (b) What is: (i) a software (ii) an operating system [2020 Private Q5]

34. Explain the following terminologies as used in computing:  
 (i) Data (ii) Computer [2020 Q3(b)]

35. Tick (✓) in the appropriate column of table 1 below to indicate whether the item is an *Application software* or a *System software* [2021 Private Q5(b)]

Table 1

Item	Application Software	System Software
Encarta		
Linux		
Spreadsheet		
Utility Programs		
Word Processor		
Windows 10		

## ANSWERS

### 1. The steps (*in the right order*) involved in switching on a personal computer system

- (i) Check the power cables connected to the system unit and monitor
- (ii) Check the main socket connection
- (iii) Make sure there is no floppy disk in the floppy drive
- (iv) Press the power button on the system unit.
- (v) Press the power button on the monitor

### 2. Identification of the following ICT tools:



A) Headphone or Earphone



B) Digital watch



C) Pen drive or Flash memory/drive

### 3. Classification of Input and Output Devices

INPUT DEVICE	OUTPUT DEVICE
Microphone	Plotter
Joystick	
Webcam	
Scanner	
Mouse	

### 4. (a) Explanation of Desktop as used in the personal computer environment

- Desktop is the background image of a display screen, on which windows, icons, and other graphical items appear.
- OR**
- It is a display on a computer screen comprising background and icons representing equipment, programs and files.

**(b) Areas of learning where information and communication technology tools can be integrated**

- (i) Agriculture
- (ii) Medicine
- (iii) Geology
- (iv) Communications
- (v) Education
- (vi) Business accounting
- (vii) Music

**(c) Benefits associated with the use of information and communication tools in teaching and learning**

- (i) They enable us to perform complex calculations.
- (ii) Lectures can be conducted using LCD projectors to beam lecture notes onto large screens.
- (iii) They enable us to share knowledge, thus using mobile phones, radio and the internet.
- (iv) They enable us to access information using the internet or educational CDs like Microsoft Encarta.
- (v) They enable us to store large amounts of information on a portable medium, such flash memory, compact disk, digital versatile disc (DVD), etc.

**5. (a) Identification of the diagram**

Personal Computer

**(b) Names of the parts labelled in the diagram**

- A - System Unit
- B - Monitor
- C - Speaker
- D - Microphone
- E - Mouse
- F - Keyboard

**(c) Main components of the computer keyboard**

- 1. Function keys
- 2. Alphabetic keys
- 3. Numeric keys
- 4. Special keys
- 5. Arrow/ Cursor/ Directional keys

**(d) Stages involved in the Information Processing Cycle.**

- 1. Data/ Input Stage
- 2. Processing Stage
- 3. Storage stage
- 4. Output stage
- 5. Distribution Stage

**(e) Steps involved in Turning Off a personal computer.**

- 1. Close all running applications and windows.
- 2. Click on the start button to display the start menu.
- 3. Click turn off computer/ shut down on the start menu.
- 4. Click on Turn Off in case another dialogue box appears.
- 5. Wait for the system to shut down.
- 6. Press the power button of the monitor to turn it off.
- 7. Unplug from the main power supply and disconnect all cables.

6. (i) ALU - Arithmetic Logic Unit

(ii) CPU- Central Processing Unit

7. (a) (i) **System Software** is the software that manages the computer resources and provides a platform for other programs to run.

(ii) **Application Software** is the software that is used to perform a specific task on the computer.

(b)

(i) **Minimize** is used to drop the window into the taskbar

(ii) **Maximize** is used to enlarge the window

(iii) **Close** is used to close the open window and exit the application.

## 8. Ways ICT can be used in basic education in Ghana

1. It makes teaching and learning more interesting and easier.
2. It also helps students to learn at the own pace without pressure.
3. It helps students to find out more information on specific topics.
4. It also makes teaching and learning more interactive.
5. It helps in distance learning without the need for formal classrooms.

## 9. (a) Communication as used in the computer industry

- Communication is the transfer or exchange of information between or among two or more persons via a media, such as the mobile phone or a communication network. **OR**
- Communication is the process of sending and/ or receiving information through a given media, such telephone or the internet.

(b) **Video conferencing is:**

- Holding a meeting through video and audio signals. **OR**
- A meeting in which the participants are in different places but are connected by video and audio links. **OR**
- Using video and audio signals to link participants at different and remote locations. **OR**
- Live video and audio communication between three or more locations.

(c) **Devices associated with video conferencing**

INPUT DEVICES:

1. Video camera	2. Webcam
3. Microphones	4. CD/DVD Player
	5. Cassette Player

OUTPUT DEVICES:

1. Computer monitor	2. Television
3. Projector	4. Loud speakers
	5. Headphones

DATA PROCESSING:

1. Computer
-------------

DATA TRANSFER:

1. A network, such as the internet.
-------------------------------------

**(d) Media for sending and receiving information**

- 1. Mobile phones
- 2. Landline telephones
- 3. Radio
- 4. Television
- 5. Internet
- 6. Newspapers
- 7. Magazines
- 8. Local Area Network

**10. (i) Motherboard**

- The motherboard is the main circuit board of a computer. **OR**
- It is the circuit board in a minicomputer or microcomputer through which all signals are directed. **OR**
- Motherboard is a printed circuit board containing the principal components of a microcomputer or other device, with connectors into which other circuit boards can be slotted.





**(ii) Ergonomics**

- Ergonomics is the design of workplace or equipment for comfort, efficiency, safety and productivity. **OR**
- Ergonomics refers to factors or qualities in the design of workplace or equipment that contribute to comfort, efficiency, safety and productivity.

**(iii) Menu bar**

- The menu bar is a horizontal bar usually displayed at the top of a computer screen or window, listing available menus for an application. **OR**
- It is a horizontal strip at the top of a window that shows the menus available in a program.

**11.**

Windows button	Name of windows button	Function of windows button
	Minimize	<ul style="list-style-type: none"><li>▪ Drops window onto the taskbar. <b>OR</b></li><li>▪ Reduces the size of the window to the taskbar.</li></ul>
	Maximize	<ul style="list-style-type: none"><li>▪ Enlarges a window to occupy the entire screen. <b>OR</b></li><li>▪ Increases size of a window to occupy the entire screen.</li></ul>
	Close	<ul style="list-style-type: none"><li>▪ Ends an application. <b>OR</b></li><li>▪ Shuts down an open/active file or program. <b>OR</b></li><li>▪ Deactivates and stores an open file or program</li></ul>
	Restore down	<ul style="list-style-type: none"><li>▪ Returns the size of a window to a previous custom size.</li></ul>

**12. (a) Components of the central processing unit**

- 1. The Arithmetic and Logic Unit (ALU), which performs all calculations.
- 2. The Control Unit (CU), which controls the flow of data around the computer.
- 3. \*Modern central processing units may also have a **Memory** component, which is used to store data

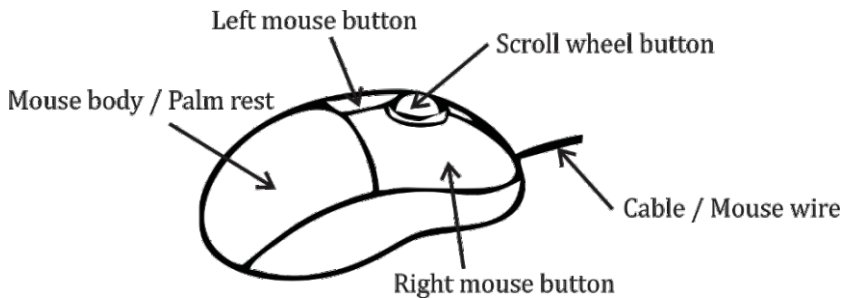
**(b) Examples of Operating system software**

1. Linux,
2. Windows (95/ 98/ ME/ 2000/ XP/ Vista/ 7/ 8)
3. Macintosh System (Mac OS)
4. Micro-soft Disk Operating System (MS-DOS)
5. OS/2 Warp
6. Unix

**(b) Health hazards associated with prolonged use of ICT tools**

1. Eye problems [radiation from computer monitor, television, etc.]
2. Back ache, [Sitting behind a computer or other ICT tool for long periods]
3. Neck ache [Sitting behind a computer or other ICT tool for long periods]
4. Wrist pain [Using a keyboard or a mouse for long periods]
5. Ear problems / Hearing impairment [Loud volume from speakers/ headphones]

**13. Diagram of a well labelled computer mouse**



**14. Steps involved in changing the desktop background (wallpaper) of a personal computer**

**Approach 1 (Through Control Panel)**

- I. Click on the Start button
- II. Click on Control Panel
- III. Click on Appearance and Personalization
- IV. Click on Change Desktop Background
- V. Click on the background you want to use
- VI. Click on your preferred background display option (picture position)
- VII. Click on the Save Changes button

**Approach 2 (Through the Desktop)**

- I. Right-click on the desktop
- II. Click Personalize
- III. Click Desktop Background
- IV. Click on the background you wish to use
- V. Click on your preferred background display option (picture position)
- VI. Click on the Save Changes button



**21. (a) Basic operations performed by the computer system:**

1. Input            2. Processing            3. Output            4. Storage

**(b) Hardware components:**

1. Mouse            2. System Unit            3. Monitor            4. Keyboard

**22. Components of the Central Processing Unit:**

1. Arithmetic Logic Unit            2. Control Unit

**23. Complete table for Components of the System Unit**

BACK VIEW	FRONT VIEW	INSIDE VIEW
VGA Port	CD/DVD Slot	CPU
Power supply port	Floppy disk slot	Memory
PS/2 Port	Power button	Motherboard

**24. Hardware**

- Hardware is the physical components that make up the computer system. Examples of main hardware are keyboard, mouse, monitor and system unit.

**25. Function of the Uninterruptible Power Supply (UPS)**

- It provides power to the computer system when the input power source or main power fails.

**26. (a) Uses of computers in education:**

- They are used to enhance teaching and learning.
- They are used to search for information online.
- They are used to help accomplish assignments.
- They are used to bring lessons to reality.
- They are used to keep students' records.
- They are used for virtual learning.

**(b) Uses of computers in everyday life:**

- They are used for playing games.
- They are used for entertainment.
- They are used for buying and selling online.
- They are used for banking.
- They are used for mobile communications.
- They are used for controlling car alarms.

**27. List of Operating System Software**

- Windows Operating System
- Linux Operating System
- Macintosh Operating System
- UNIX Operating System
- Disk Operating System (DOS)

## 28. Software:

- It is a program / set of instructions that tells the computer what to do/ how to perform a task. **OR**
- Software is a set of instructions that tells the computer what task to perform and how to perform them.

29. (a) **Desktop:** *Please refer to Answer 4(a) above.*

### (b) Title bar:

- It is a horizontal bar at the top of a window, bearing the name of the program and the name of the current active document. It also contains the window control buttons (close, maximize and minimize buttons)

### (c) Toolbar:

- This is a collection of buttons that enables you to bypass the menu system.

(d) **Menu bar:** *Please refer to answer 10(iii) above.*

30. (i) Light pen

(ii) Calculator

(iii) Remote control

(iv) Pen drive / flash drive/ USB drive

(v) Microphone

## 31. Explanation of the four basic operations of the computer

### 1. Input:

This is the process whereby the computer accepts raw unprocessed data through input devices.

Examples of devices used for input are keyboard, mouse, microphone, etc.

### 2. Processing:

This is the means by which the computer manipulates and performs operations on data in the central processing unit.

This is the most important of all operations by the computer.

### 3. Output:

This is where the computer gives out meaningful information to the user through output devices.

Some examples of output devices are: monitor, speaker, printer, etc.

### 4. Storage:

It is the process by which the computer saves processed data in the main memory (RAM) and other secondary storage devices for future use.

Examples of storage devices are: hard disk drive, pen drive, compact disk, etc.

## 32. DOS – Disk Operating System

**33. (a) Positive Uses of Computer in the Government Sector:**

1. They are used for setting up meetings and sending various reports.
2. They are used for managing payroll of employees.
3. They are used for typing and printing letters for direct mail to government agencies.
4. They are used for keeping database and statistical records.
5. They are used for creating and sending email messages.

**(b) (i) Software:** *Please refer to Answer 28 above*

**(ii) Operating system**

- It is a set of instructions that coordinate all the activities among the hardware, applications and all devices connected to the computer.

**34. Explanation of the following terminologies:**

**(i) Data:**

- Data refers to raw unprocessed or unorganized facts.  
Examples of data are texts, numbers, symbols, sound, etc.

**(ii) Computer:**

- A computer is any electronic device that accepts data as input; processes the data; stores and gives out meaningful information as output to the user.

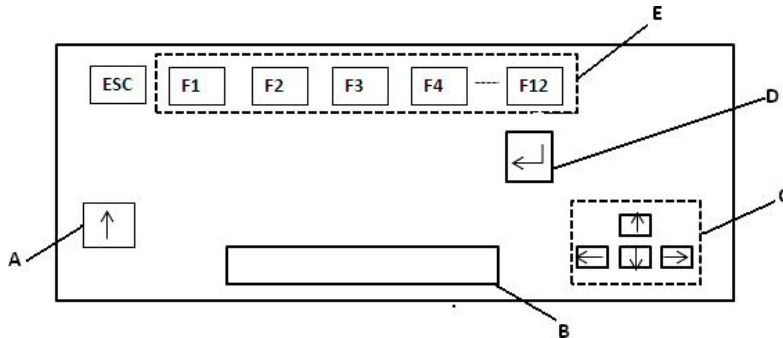
**35. Items in table 1 ticked (√) as an *Application software* or a *System software***

Item	Application Software	System Software
Encarta	√	
Linux		√
Spreadsheet	√	
Utility Programs		√
Word Processor	√	
Windows 10		√

# TYPING, KEYBOARD AND MOUSE SKILLS

## QUESTIONS

1. Use the diagram below to answer the questions that follow [2013 Q1(b)(c)]



- a) (i) Identify the above diagram  
 (ii) Name the part labelled A, B, C, D and E  
 (iii) State the function each of the parts labelled B and C in the diagram in above.

b) State **one** function of the diagram identified in (a) (i)

2. List **two** toggle keys on the keys on the keyboard. [2014 Q3(a)]






3. Give **two** examples of typing software. [2014 Q4(a)]

4. Explain the term *clicking* as used in the computing environment. [2015 Q4(a)]

5. What is a screen tip? [2015 Q4(c)]

6. Describe a *computer mouse pad*. [2015 Q4(d)]

7. Provide the name and function of **each** of the following mouse pointer shapes:

- i)  ii)  iii)  iv)  v)  [2016 Q1(c)]

8. State **three** uses of the shift key on the computer keyboard. [2017 Q2(a)]

9. Write the name of the following computer key characters:

- (i) &      (ii) ^      (iii) { }      (iv) / [2018Q1(d)]

10. Give the functions of the following keyboard keys:

- (i) Backspace      (ii) Spacebar [2018Q2(a)]

11. Write the name of the following computer keyboard key characters:

- @ ..... # ..... ( ) ..... \ ..... [2018 Private Q1(b)]

12. List **two** toggle keys on a standard computer keyboard. [2019 Private Q2(a)]
13. List **four** actions that can be performed with the computer mouse. [2019 Private Q4(b)]
14. (a) State the function of a keyboard.  
 (b) Explain each of the following terms:  
       (i) Clicking                      (ii) Dragging [2019 Q4(a)(b)]
15. Give the function of the following keyboard keys  
 (i) Esc                                  (ii) Caps Lock [2020 Private Q4(a)]

## ANSWERS

1. (a) (i) **The diagram is:** A computer keyboard

a. **Names of the labelled parts**

A - Shift Key

B - Space bar

C - Arrow keys or movement keys

D - Enter key or Return key

E - Function keys

b. **Functions of the parts labelled**

B – The space bar is used to create a horizontal space in a text

- C –
1. The arrow keys are used to control the cursor
  2. They are used to move the cursor in a different direction
  3. They are used to scroll through documents

(b) **Function of the Computer Keyboard**

1. It is used to input data and/or commands into a computer
2. To enter data characters (numbers, letters and/or symbols) and commands into a computer

2. **Toggle keys on a standard computer keyboard**

1. Caps Lock
2. Num Lock
3. Scroll Lock

3. **Examples of typing software**

1. Mavis Beacon Teaches Typing
2. Life typing tutor
3. Touch typist typing tutor
4. Mac typing software
5. TypingMaster pro
6. Rapid Typing
7. Letter Chase Typing Tutor
8. TypeSmart typing tutor

4. **Explanation of the term *clicking* as used in the computing environment**

- Clicking is the act of rapidly pressing and releasing a button on a computer mouse to issue a given command or input data into a computer.  
There are three types of clicking, namely,

1. *Single clicking* (clicking/ left clicking): This is the act of rapidly pressing and releasing the left mouse button once.
2. *Double-clicking*: It is the act of pressing and releasing the left mouse button twice in rapid succession
3. *Right-clicking*: This is the act of rapidly pressing and releasing the right mouse button once.

## 5. Meaning of Screen tip

- A screen tip is a small informational text box / pop-up that appears when a mouse pointer is moved over an icon / button / link. It provides further information on the item or control being pointed to.

## 6. Description of computer Mouse Pad.

- A special surface, usually made of rubber, plastic or fabric for placing and moving a computer mouse.  
The mouse pad enhances speed, precision and comfort for the user. It also reduces collection of dust or dirt under the mouse.

## 7. i) **Name:** Normal select / Default Left arrow / Left pointing arrow / Left pointer

**Function:** It is used for objectives selection or activation/deactivation

## ii) **Name:** Right arrow / Right pointing arrow / Right pointer

**Function:** It enables users to selects a row or text, a cell or a row of cells in a document

## iii) **Name:** Hour Glass / Wait Cursor

**Function:** It informs users that the operating system is occupied/ busy loading another disk.

## iv) **Name:** Text select / I-Beam/ Insertion Pointer/ I- Cursor

**Function:** It enables users to select or indicate a point of editing text in an open document.

## v) **Name:** Harrow Cursor/ Link Select/ Hand pointer/ Link selector

**Function:** It enables users to select shortcuts or links

## 8. Uses of the Shift key on the keyboard

1. It is used in combination with alphabet keys for typing capital letters.
2. For typing of upper/top row characters on keys with two characters.
3. It is used to modify the function keys.
4. It is used with the arrow keys to select text in word.

## 9. Names of the following computer key characters:

(i) & - Ampersand/ And

(ii) ^ - Caret

(iii) { } - Parenthesis

(iv) / - Forward slash

**10. Functions of the following keyboard keys:**

**(i) Backspace**

It is used to erase characters to the left of the insertion point.

**(ii) Spacebar**

It is used to create a gap between words or characters.

**11. @ - At sign**

# - Hash

( ) - Open and close bracket / bracket/ Parenthesis

\ - Backward slash

**12. Please refer to *Answer 2* above**

**13. Actions that can be performed by the computer mouse**

1. Clicking

2. Double-click ing

3. Right-clicking

4. Scrolling

5. Drag-and-drop

6. Dragging

**14. (a) Function of a keyboard**

- It is used to enter/ input/ send data/ information into a computer / computer system

**(b) Explanation of the following terms:**

**(i) Clicking:** It is the act of pressing and releasing the left mouse button with the index finger once without moving the mouse.

**(ii) Dragging:** It is the act of pressing and holding down the left mouse button usually with the index finger while moving the mouse.

**15. Function of the following keyboard keys:**

**(i) Esc:** It is used to cancel/ stop a program application action

**(ii) Caps Lock:** It is used to toggle between upper and lower case letters when typing.

## COMPUTER ETHICS

### QUESTIONS

- (a) State **two** sources of computer viruses  
(b) Identify **three** measures to prevent virus from a school's computer laboratory.  
[2018 Private Q4(a)(b)]
2. Explain the computer term 'virus'.  
[2019 Q3(d)]
3. What is copyright used for?  
[2013 Q5(b)]
4. (a) What is *copyright*?  
(b) State **two** reasons for copyright protection.  
[2016 Q5(a)(b)]
5. What is *copyright*?  
[2019 Q2(b)]
6. (a) State **two** reasons for copyright protection  
(b) List **four** products that normally require copyright protection.  
[2020 Q2(a)(b)]

### ANSWERS

**1. (a) Sources of computer viruses**

- |                              |                             |
|------------------------------|-----------------------------|
| 1. Removable storage devices | 2. Internet downloads       |
| 3. Unexpected emails         | 4. Browsing unsafe websites |

**(b) Measures to prevent computer viruses**

1. Update installed software regularly
2. Install an antivirus program on all the computers
3. Regularly scan the computer for infected files
4. Update your antivirus programs regularly
5. Never open an unexpected email attachment unless it is from a trusted source.
6. Never start a computer with removable media inserted in the drives or plugged in the ports, unless the media are infected.

**2. Explanation of the computer term 'Virus':**

- It is software capable of replicating itself and usually causes harm to files or programs on the same computer or another computer over a network.

**OR**

- It is malicious software specifically designed to cause a computer system to be slow and malfunction. **OR**
- A computer virus is a potentially damaging computer program that affects or infects a computer negatively by altering the way the computer works without the user's knowledge or permission.

### 3. What copyright is used for:

1. It is used to promote the progress of science, technology and the arts
2. It is used to encourage the creation of new and improved intellectual works
3. It helps to prevent the unlawful / unauthorized use and/or duplication of creative works
4. It is used to protect the interests of the authors/creators of intellectual property

#### 4.a) Meaning of Copyright

- Copyright is a legal property right that protects the original works of authors from being reproduced without permission

#### b) Reasons for Copyright Protection

1. To protect the original works of authors from being reproduced illegally
2. To encourage people to feel secure in creating new things
3. To ensure that original creators enjoy full benefits of the work
4. To motivate people to produce their own works

5. *Please refer to **Answer 4(a)** above.*




6. **(a) Reasons for copyright protection:** Please refer to answer 4(b) above.

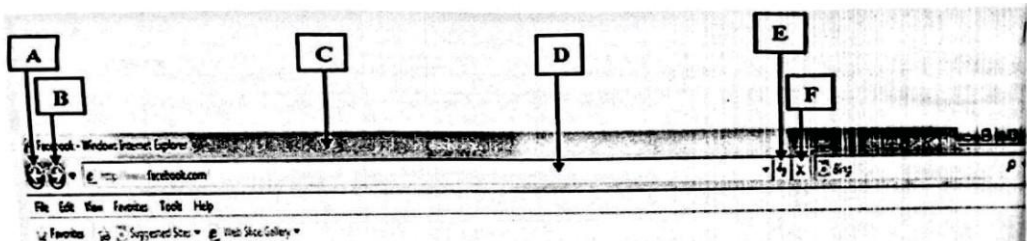
#### **(b) Products that require copyright protection:**

- |                      |                  |
|----------------------|------------------|
| 1. Literary work     | 2. Artistic work |
| 3. Musical Works     | 4. Audio-visuals |
| 5. Sound recordings  | 6. Choreography  |
| 7. Computer software |                  |

# INTERNET

## QUESTIONS

- (i) What is Internet?  
(ii) List **four** uses of the Internet. [2011 Q4(a)]
- (i) What is web browser?  
(ii) Give **two** examples of a web browser. [2011 Q4(b)]
- Explain Internet fraud [2012 Q4(a)]
- List **three** devices that may be used when connecting to the Internet. [2012 Q4(c)]
- State **two**:  
(i) Positive uses of the Internet (ii) Negative uses of the Internet [2013 Q2a]
- List **three** features of a web browser [2014 Q3(b)]
- Explain the following terms:  
i) Internet ii) Search engine [2016 Q4a]
- What does the following Top Level Domain (TLD) represent in website address?  
i) .com ii) .edu iii) .gov  
iv) .mil v) .org vi) .net [2016 Q4b]
- Identify the following web browsers  
i)  ii)  iii)  [2017 Q1(c)]
- List **three** devices that may be used for transmission of messages on the internet. [2017 Q4(c)]
- Study the image carefully and use it to answer questions (a)(i-ii) and (b)



- i) What is the name of the image shown?  
ii) Name the parts of the image represented by A, B, C, D, E and F

(b) State the function of the parts labelled A and D in(a) above

(c) List **four** uses of the internet.

[2018 Q1(a)(b)(c)]

12. List **four** devices associated with video conferencing.

[2018 Private Q4(c)]

13. List **three** features of a web browser.

[2019 Private Q2(d)]

14. Explain the computer term: *Network*

[2019 Q3(b)]

15. State the function of **each** of the following features on a web browser window:

(a) Back button

(b) Forward button

(c) Home button

(d) Refresh button

(e) History

(g) Bookmark

[2020 Private Q3]

16. Write down the following acronyms in full;

(i) HTML

(ii) WYSIWYG

[2021 Private Q2b]

17. (a) Identify and write down the name of the following features of a website address

(i) :

(ii) //

(iii) .

(b) (i) What is an *address bar* of a web browser?

(ii) Outline the steps to follow in order to make an entry into an address bar of a web browser

[2021 Private Q4]

18. Study Figure1 carefully and use it to answer questions 1(a) to (e).

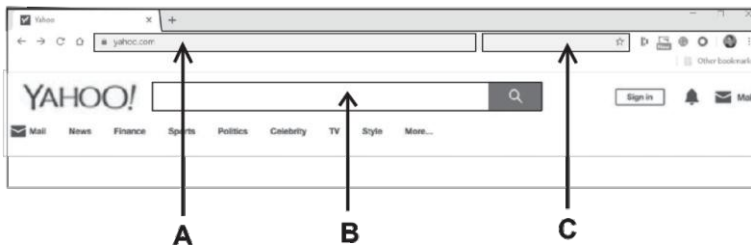


Figure 1

(a) Write the name of the image displayed in Figure 1

(b) List **three** types of applications similar to figure 1 which can be used to perform the same function as figure 1 does.

(c) Write the name of the parts labelled A, B and C as shown in Figure 1.

(d) State **two** skills to be used to access information from the internet in order to avoid unwanted materials.

(e) State **three** advantages of using the internet in education.

[2021 Q1]

19. (a) Explain *download* as used in computing environment.

(b) List **three** types of information that may be downloaded from a website

(c) State one advantage of copying a file from a website into an open Word Processing application

[2021 Q2]

## ANSWERS

### 1. (i) Internet

- The Internet is a worldwide system of interconnected computer networks.

**OR**

- The internet is an international computer network made up of thousands of networks linked together.

**OR**

- It is a global (or giant) computer network linking smaller computer networks.

### (ii) Uses of the Internet

1. To search for information on various topics, such as new, weather, sports, etc.
2. To communicate with others through email, chatting services, phone calls, etc.
3. For business / commercial activities, such as online banking, job search, buying and selling, advertising etc.
4. For research / studies or surveys
5. For educational purposes, such as long-distance education (online programmes), project writing, etc.
6. For entertainment, such as watching movies, sports, etc.
7. For social networking through websites such as facebook, twitter, hi5, etc.

### 2. (i) A web browser

- A web browser is an application program used to browse the Internet or view web pages.

### (ii) Examples of web browser

- |                       |                    |                  |
|-----------------------|--------------------|------------------|
| 1. Netscape Navigator | 2. Opera           | 3. Safari        |
| 4. Internet Explorer  | 5. Mozilla Firefox | 6. Google Chrome |

### 3. Internet fraud

- It is the act of using the internet to steal and defraud people and organizations.

### 4. Devices that may be used when connecting to the Internet

- |             |          |           |
|-------------|----------|-----------|
| 1. Computer | 2. Modem | 3. Router |
|-------------|----------|-----------|

### 5. (i) Positive uses of the internet

1. **Education** – through distance learning, e-books, e-learning centres, etc.
2. **Entertainment** – through music, sports, movies, and games
3. **Information** - Easy dissemination of and access to information – through search engines, blogs, news websites, etc.

4. **Communication** – through emails, chats, social networks, etc.
5. **Trading** (buying and selling) - through credit or debit cards, money transfer services, etc.
6. **Payment of bills** - through credit or debit cards, money transfer services, etc.
7. **Advertising** of products and services.

**(ii) Negative uses of the internet**

1. **Stealing / Theft** – through hacking, impersonation, deception or other means.
2. **Creation of malicious software** (malware), such as viruses, worms or Trojan horses, to damage or disrupt a computer system.
3. **Copyright infringement** - Violating the rights of others by unauthorized use or copying of their creative works.
4. **Hacking / Cracking** - Tapping into confidential data in the computer systems of others without permission for various reasons.
5. **Pornography** – Publishing or viewing pornographic pictures or movies.
6. **Infringement of privacy** – Accessing other people’s private information without their permission.

**6. Features of a web browser**

- |                 |  |
|-----------------|--|
| 1. Address bar  | 2. Search bar                                    |
| 3. Stop button  | 4. Refresh/ Reload button                        |
| 5. Print button | 6. Navigation buttons (forward and back buttons) |

7. i) **Internet:** *Please refer to Answer 1(i) above*

**ii) Search Engine**

- Search engine is a program that is used to locate information on the world wide web through the internet by typing key words, e.g. www. google.com

- |   |                        |
|---|------------------------|
| 8. i) .com - Commercial                       | ii) .edu - Educational |
| iii) .gov - Government                        | iv) .mil -Military     |
| v) .org -Organization/ Nonprofit organization | vi) .net - Network     |

- |                         |           |                      |
|-------------------------|-----------|----------------------|
| 9. i) Internet Explorer | ii) Opera | iii) Mozilla Firefox |
|-------------------------|-----------|----------------------|

**10. Devices used for the transmission of messages on the internet**

- |                    |                 |           |              |
|--------------------|-----------------|-----------|--------------|
| 1. Computer        | 2. Modem        | 3. Router | 4. Telephone |
| 5. Telephone lines | 6. Mobile phone | 7. PDA    |              |

11. a) (i) Internet explorer window / Internet browser window / Web browser window

(ii) Identification of the labelled parts

A – Back button OR previous button

B – Forward button

C – Title bar

D – Address bar OR URL bar

E – Refresh button OR Reload button

F – Stop button

b) Functions of the parts labelled A (back button) and D (Address bar)

**Function of the Back button:**

1. It allows a user to visit or navigate to a previously viewed webpage.

**Function of the Address bar:**

1. It allows a user to input the address of a website.

2. It displays the web address of the current webpage.

c) Uses of the internet: *Please refer to Answer 1 (ii) above.*

12. Devices associated with video conferencing:

1. Web camera

2. Computer

3. Mobile phone

4. Modem

5. Headset

6. Speakers

7. Microphone

8. Television

13. Features of a web browser: please refer to Answer 6 above.

14. Explanation of the term network:

- This is the interconnection of computers and other devices for the purpose of handling and sharing information/ resources.

15. Function of the following features of a web browser.

(a) **Back button:** It is used to return to a previously opened page.

(b) **Forward button:** It is used to move forward again to a previously opened page after the back button has been used.

(c) **Home button:** It takes you to the first web page that is seen when the web browser is launched.

(d) **Refresh button:** It reloads and updates the current web page.

(e) **History:** It allows you to keep record of all the web pages already visited.

(f) **Bookmark:** This is used to save links to the specific web pages for future reference.

**16. Full meaning of the following words:**

- (i) **HTML** – Hypertext Markup Language
- (ii) **WYSIWYG** – What You See is What You Get

**17. a) Names of the following features of a Website Address:**

- (i) **:** - semi-colon
- (ii) **//** - two forward slashes
- (iii) **.** - dot

b) (i) An address bar is a unique reference by which a particular web page is identified on the internet

**(ii) Steps to follow in order to make an entry into an address bar of a web Browser**

1. Launch the web browser (e.g. Google Chrome) by double clicking on the icon
2. Click inside the address bar
3. Type the website address into the address bar
4. Press Enter to launch the web page.

**18. (a) Name of the image displayed in Figure 1:**

Web Browser OR Browser window OR Search Engine OR Yahoo page

**(b) Types of application similar to figure 1**

- |                        |                         |                 |
|------------------------|-------------------------|-----------------|
| (i) Google Chrome      | (ii) Netscape Navigator | (iii) Opera     |
| (iv) Internet Explorer | (v) Microsoft Edge      | (vi) UC Browser |
| (vii) Mozilla Firefox  | (viii) Apple Safari     | (ix) Bing       |

**(c) Names of the labelled parts:**

- A - Address bar OR URL bar
- B - Search box OR Web Search
- C - Search OR Search using Google

**(d) Skills used to access information from the internet**

- (i) Topics should not be too broad
- (ii) Topics must be short and not too lengthy
- (iii) Relevant information always appears at the top of the search results, etc.
- (iv) Type the exact and precise keywords

**(e) Advantages of using the internet in education**

- (i) Helps in communication
- (ii) Creates easy access to educational materials and resources
- (iii) Can be used to play educational games
- (iv) For educational friendships
- (v) For sharing/exchange of educational information

**19. (a) Explanation of download**

Download means to copy a document or files from the internet onto a medium or other devices.

OR

Download is the transfer of information from a remote source to a local computer/device.

**(b) Types of information that can be downloaded from a website:**

- |                       |                     |                        |
|-----------------------|---------------------|------------------------|
| (i) Texts / Documents | (ii) Videos/ movies | (iii) Images/ Pictures |
| (iv) Audio/ Music     | (v) Animation       | (vi) Software          |

**(c) Advantages of copying a file from a website to a Word processing document.**

- (i) The user will get the entire content of the file into the word document
- (ii) The file can be used offline since it is stored locally
- (iii) It reduces the time of typing all over again
- (iv) The user gets the option to edit the information.

# COMPUTER PERIPHERALS

## QUESTIONS

1. What is            **(i)** Input device?            **(ii)** Output device?            [2011 Q2(a)]

2. Classify the following into either input or output device in the table below:

- |                      |                     |                    |
|----------------------|---------------------|--------------------|
| <b>i.</b> Microphone | <b>ii.</b> Joystick | <b>iii.</b> Webcam |
| <b>iv.</b> Plotter   | <b>v.</b> Scanner   | <b>vi.</b> Mouse   |
- [2011 Q2(b)]

INPUT DEVICE	OUTPUT DEVICE

3. State the function of each of the following devices:

- |                        |  |
|------------------------|--|
| <b>(i)</b> Floppy disk | <b>(ii)</b> Printer                      |
| <b>(iii)</b> Scanner   | <b>(iv)</b> Uninterruptible power supply |
- [2012 Q2(a)]

4. List **four** storage media [2013 Q2(b)]

5. What does *formatting* a disk refers to? [2014 Q2]

6. Certain books are published both in hard copies and soft copies (e - books). Give two reasons for using:

- |                                |                                 |
|--------------------------------|---------------------------------|
| <b>(i)</b> Hard copies format. | <b>(ii)</b> Soft copies format. |
|--------------------------------|---------------------------------|
- [2014 Q4(b)]

7. Arrange the storage devices, **Compact disk**, **Hard disk**, and **Pen drive** in descending order of:

- |                         |                              |
|-------------------------|------------------------------|
| <b>(i)</b> Access speed | <b>(ii)</b> Storage capacity |
|-------------------------|------------------------------|
- [2014 Q4(c)]

8. State **two** differences between

- |   |                 |
|---|-----------------|
| <b>(a)</b> random access memory <b>and</b> read only memory |                 |
| <b>(b)</b> hard disk <b>and</b> pen drive;                  | [2015 Q3(a)(b)] |

9. List **two** examples of [2016 Q3(a)]

- |                           |  |
|---------------------------|--|
| <b>i)</b> Input devices   | <b>ii)</b> Output devices                                      |
| <b>iii)</b> Storage media | <b>iv)</b> Devices which serve both input and output purposes. |

10. Outline the differences between *storage media* and *storage devices*. [2016 Q3(b)]

11. Give **three** ICT devices that can produce output on paper. [2016 Q5(c)]

12. State **one** difference between softcopy output and hardcopy output. [2016 Q5(d)]



2.

INPUT DEVICE	OUTPUT DEVICE
Microphone	Plotter
Joystick	
Webcam	
Scanner	
Mouse	

3. **(i) Floppy disk** is a magnetic storage device found in rectangular plastic case that stores small amount of digital information

**(ii) Printer** is an output device used to make permanent hard copies of digital information from the computer onto a paper.

**(iii) Scanner** is an input device used to create digital images of pictures, texts or objects into the computer.

**(iv) Uninterruptible power supply** is a device used to ensure constant power supply of power to the computer system

#### 4. Storage media (Examples)

- |                    |                            |                           |
|--------------------|----------------------------|---------------------------|
| 1. Hard disk drive | 2. External hard drive     | 3. Digital Versatile Disk |
| 4. Compact Disk    | 5. Flash drive (pen drive) | 6. Memory card            |
| 7. Magnetic tape   | 8. Zip drive               | 9. Floppy disk            |

#### 5. Formatting a disk

- This refers to organizing a disk / storage device in such a way that data can be stored on it. Formatting a disk would delete all data which was previously stored on it.

#### 6. (i) Reasons for books in hard copies formats

1. They can be used without an electronic device
2. Actual notes can be written and highlights made on its pages for easy reference.
3. Hard copies can be accessed and used without electricity
4. They can be used in areas where there is no electricity
5. Information can be shared without using an electronic device
6. They could be more portable than some computers

#### (ii) Reasons for books in soft copies formats

1. Searching for a particular information is easier and faster – using the search feature
2. Sharing information across long distances is faster and easier - using the internet or intranet or removable storage media such as pen drives.

3. Saves space - Several e-books can be loaded onto a computer or other portable device
4. Cheaper - due to its electronic format it costs less than equivalent books in hard copy formats
5. Versatile - It is possible to change the font size, convert to audio, etc. to suit the preference of the user.
6. Maintains its state, no matter how old - does not get old or dirty or torn.

**7. Arranging Compact disc, hard disk and pen drive in descending order of**

**(i) Access speed**

Hard disk, Pen drive, compact disc

**(ii) Storage capacity**

Hard disk, pen drive, compact disc

**8. (a) Differences between Random Access Memory and Read Only Memory**

<b>Random Access Memory (RAM)</b>	<b>Read Only Memory (ROM)</b>
Used by programs to hold temporary data	Primarily used to store programs and Files
Requires power to retain data (volatile)	Does not require power to retain data (non-volatile)
Has a higher speed (faster)	Has a much lower speed (slower)
Data is not permanently written	Data is permanently written

**(b) Differences between Hard Disk and Pen Drive;**

<b>HARD DISK</b>	<b>PEN DRIVE</b>
Has a larger storage capacity	Has a smaller storage capacity
It is larger and heavier (less portable)	It is much smaller and lighter (more portable)
Requires a power source for memory storage	Does not require a power source for memory storage
Has parts that move (spins / rotates)	Does not have parts that move
Stores memory with a spinning platter and a rotating head	Stores memory by flashing into the "cells" of the memory chip

**9. (i) Input Devices:**

1. Keyboard    2. Mouse    3. Scanner    4. Joystick

**(ii) Output Devices:**

1. Monitor    2. Printer    3. Plotter    4. Projector    5. Speaker

**(iii) Storage Media**

1. Hard disk    2. Compact disk    3. Floppy disk    4. Flash memory

**(iv) Devices which serve both Input and Output purposes**

1. Modem      2. Touch screen      3. Digital camera      4. Fax machine

**10. Differences between storage media and storage device**

Storage Media	Storage Device
1. Used to store data	1. Records data on the medium
2. Often external to the computer	2. Usually integrated part of the computer
3. They are reckoned in terms of capacity	3. They are reckoned in terms of speed.

**11. ICT devices that can produce output on paper**

1. Printer      2. Plotter  
3. Photocopy machine      4. Fax machine

**12. Differences between softcopy and hardcopy**

SOFTCOPY	HARDCOPY
1. Output can be enlarged	1. Output is fixed
2. Output is on computer screen	2. Output is on paper

**13. (i) Functions of an Input Device**

1. For feeding the computer with data
2. They are used for issuing commands
3. They can be used for playing games e.g. mouse, keyboard, joystick, game pad
4. They are used to enter sound into the computer e.g. Microphone.
5. Input devices are used to feed the computer with image files etc. E.g. Scanner
6. They are also used to enter text into the computer. Eg Keyboard. etc.

**(ii) Functions of Output devices;**

1. Output devices displays data to the user
2. For distribution of information
3. They display information to the user in softcopy format e.g. Monitor.
4. They are used to make hardcopy of a document. Eg Plotter and printer
5. They display sound to the user. Eg Speaker

**14. The two (2) types of storage media**

1. Magnetic storage media
2. Optical storage media

**15. (i) Important features of storage media**

1. Some of them have tracks
2. They have sectors

3. They have data area
4. They have silver coated surfaces
5. They are non-volatile
6. Capacity reckoned in bytes/megabytes
7. They have addressable units
8. They are made of plastic material
9. They are accessed sequentially
10. Each track is subdivided into sectors

**(ii) Ways to protect storage media**

1. By keeping storage media in a protective case
2. Write – protect the storage media.
3. By keeping storage media away from hot environment
4. By protecting the storage media from moisture
5. By keeping storage media away from magnetic fields.
6. By keeping storage media away from dirt.

16. Please refer to **Answer 7** above.

17. **Examples of input device:** Please refer to **Answer 9(i)** above.

18. Please refer to **Answer 3(i)** above.

19. Please refer to **Answers 9 (i) and (ii)** above.

**20.(i) CD:** Compact disc

**(ii) CPU:** Central Processing Unit

**(iii) DVD:** Digital Versatile Disc      **OR**      Digital Video Display

**21. Examples of the following:**

**(i) input devices:**

1. Mouse      2. Keyboard      3. Microphone      4. Scanner

**(ii) output devices**

1. Monitor      2. Speaker      3. Printer      4. Projector

**(iii) storage media**

1. Compact disc      2. Flash drive      3. Floppy disk      4. Magnetic tape

**(iv) devices which serve both input and output purposes**

1. Digital camera      2. Modem      3. Touchscreen      4. Soundcard

# FILE AND FOLDER MANAGEMENT

## QUESTIONS

1. State **two** differences between file and folder (2015 Q3c)
2. Outline the steps on how to rename a folder on the desktop of a computer [2016 Q1(d)]
3. Give the file extension for the following file format: *Notepad* [2016 Q2(b)]
4. The Operating System makes it easy to store files in places that make a lot of sense.  
Give the default folder or storage area for the following files:  
i) Text files;                      ii) Image files                      iii) Music files [2017 Q5(a)]
5. What is a folder? [2018 Q4(a)]
6. Write down the keyboard keys combination for the following commands as used in application software:  
(i) Cut                      (ii) Copy [2020 Private Q1(b)]
7. Outline the steps involved in restoring a deleted file. [2020 Q2(c)]

## ANSWERS

### 1. Differences between file and folder

FILE	FOLDER
1. A file stores data	1. A folder stores files and other folders
2. Takes up significant storage space	2. On its own, takes up virtually no storage space at all
3. A collection of data or information that can be organized	3. Also known as directory, is used to organize files

### 2. Steps on how to rename a folder on the desktop

1. Click / Select the folder to be renamed
2. Right click on the target folder
3. Select Rename from the menu that appears
4. Type the new name
5. Press Enter on the keyboard to finish

### 3. File extension for Notepad: .txt

#### 4. Default folder for storing the following files:

(i) Text files: *My document*

(ii) Image files: *My picture folder*

(iii) Music files: *My music folder*

#### 5. A folder

- A folder is a virtual location on the computer where programs, files and other folders can be kept.

6. (i) **Cut:** Ctrl + X

(ii) **Copy:** Ctrl + C

#### 7. Steps in restoring a deleted file:

1. Double-click on the Recycle bin icon to open it.
2. Select the file you want to restore.
3. Right click on the file.
4. Select 'Restore' on the menu to effect the change.

## E-MAIL AND SHARING OF INFORMATION

### QUESTIONS

1. State the purpose of the following commands on an email application such as yahoo or gmail.  
(a) My Account      (b) Compose    (c) Attach      (d) Sign Up      [2014 Q5]
2. State the **use** of the following email terminologies      [2015 Q5]  
(a) Carbon copy      (b) Blind Carbon Copy      (c) To      (d) Subject;
3. State the function of each of the following e-mail terminologies.  
(a) To      (b) Subject      (c) Carbon Copy (CC)      (d) Blind Carbon Copy (BCC)      [2020 Q5]
4. Give the purpose of the following commands in an e-mail application:  
(i) Attach      (ii) Compose      [2021 Private Q5a]
5. (a) What is an e-mail account?

Use the image shown in Figure 2 to answer questions (b) to (d)

The image shows a form titled "Email Accounts" with an envelope icon. It has three input fields: "E-mail:" containing the text "username", "Password:", and "Password (again):". Each of these three fields has a checkmark to its right. Below the input fields is a button labeled "Create Account".

Figure 2

- (b) Write a good e-mail address to be typed at where username is shown
- (c) State why the password appeared in dots
- (d) Give one reason why the system asked for the password to be typed (again) when creating an e-mail account

[2021 Q4]

### ANSWERS

#### 1. Purpose of the following commands on email applications

(a) **My account**

To keep a private record of all mails/ messages sent, received and drafted

(b) **Compose**

To create a new message/ document / mail to be sent

(c) **Attach**

To add/ fix an already existing document on a storage media to a current message to be sent

**(d) Sign up**

To register for the first time on an email application

**OR**

To create a new email account

**2. The use of the following email terminologies**

**(a) Carbon copy**

To input the email address(es) of secondary recipients of an email message, such that the copy will also be visible to other recipient(s).

**(b) Blind Carbon Copy;**

To input the email address(es) of secondary recipients of an email message, such that the copy will **not** be visible to the main recipient(s)

**(c) To;**

To input the email address(es) of the main recipient(s) of an email message

**(d) Subject;**

To input the main theme / title / heading of an email message

*3. Please refer to Answers 2(c), (d), (a) and (b) accordingly.*

*4. Please refer to Answers 1 (c) and 1 (b) accordingly*

**5. (a) Meaning of E-mail account**

It is a user account used for sending and receiving messages on a network  
OR

An e-mail account is the destination to which electronic mail messages are delivered.

**(b) Examples of a good e-mail address:**

kinglionbooks@gmail.com

info@peacefmonline.com

grade1allcbts@yahoo.com

admin@kingliononline.com

**(c) Why the typed password appeared in dots**

(i) To hide the text from other users

(ii) To protect the password from being stolen

(iii) To prevent easy access to the password by others.

**(d) Reason why the password is typed again**

(i) To the first password typed

(ii) To ensure that the password typed is correct

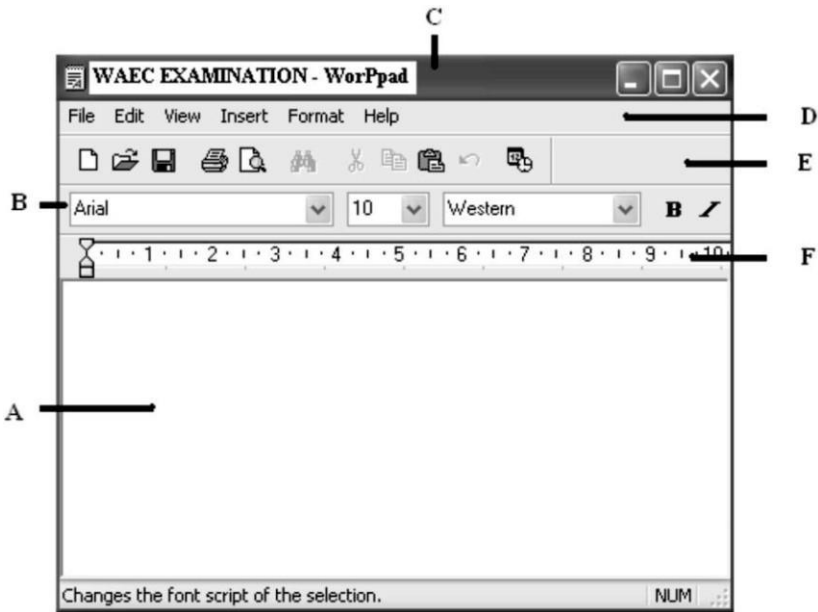
(iii) To avoid password mismatch

# WORD PROCESSING

## QUESTIONS

1. (a) Study the diagram below carefully and answer the question that follows:

[2011 Q1(a)]



(i) What is the name of the application used to create the above file?

(ii) Give the file name of the application program above

(iii) Name the parts labelled A, B, C, D, E, and F in the diagram.

(iv) State the functions of B and C in (a) above

2. List **two** tools on the formatting toolbar of a word processing application.

[2011 Q3(c)]

3. (a) In word processing application, when is it appropriate to use:

(i) Copy and Paste

(ii) Cut and Paste

(b) (i) What is a font?

(ii) List three font styles.

[2013 Q4(a) (b)]

4. In word processing application, what is the command button Print preview used for?

[2014 Q1(c)]

5. Certain books are published both in hard copies and soft copies (e-books) Give two reasons for using:

(i) Hard copies format.

(ii) Soft copies format.

[2014 Q4(b)]

6. Outline the steps involved in performing the following tasks:

(i) opening a document

(ii) saving a new created document;

[2015Q1(b)]

7.a) Explain the term word processing

b) Give the default extensions for the following file format: *Notepad*

c) Write the shortcut keyboard keys combination for the following commands as used in word processing environment:

i) Cut

ii) Copy

iii) Paste

iv) Print

[2016 Q(2)]

8. Write down the shortcut keys combination for the following commands as used in word processing environment.

i) Undo;

ii) Find;

iii) Select ALL;

[2017 Q5(b)]

9. List **three** toolbars available in word processing application

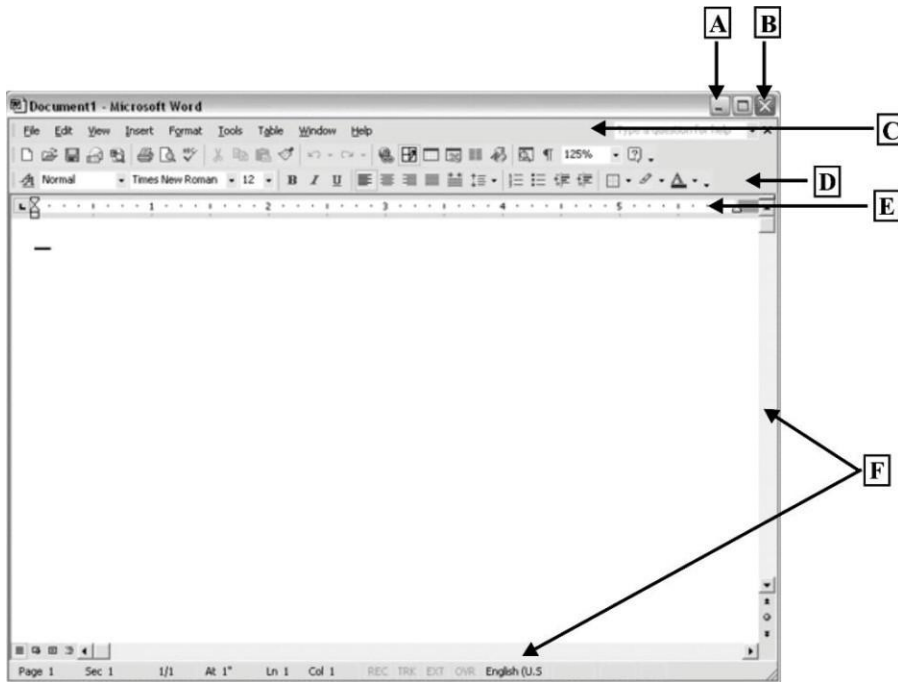
[2017 Q5(c)]

10. (i) Outline **three** differences between selecting and highlighting text in a word processing application

(ii) Name **two** Word Processors.

[2018 Q2(b)]

11. (a) Study the image carefully and use it to answer questions (a)(i – iv)



(i) What is the file name for the image shown above?

(ii) Name the area represented by **A, B, C, D, E, F** in (a).

(iii) State the function of **B** in (a) above.

(iv) Using the area labelled **C**, state the steps required to exit the application.

(b) Name **two** differences between the menu bar and Toolbar in an application software.

[2018 Private Q1(a)(b)]

12. Study the text below carefully and use it to answer question 12.

A ———— { **DISEASE: HOW TO REDUCE THE RISK**

Everyday our body wages war against enemies that are silent and unseen but **potentially deadly**. Foreign invaders, such as **bacteria, viruses and parasites, threaten your health**. You are not likely to be aware of those battles because your **immune system** repels or destroys most of the invaders before the onset of the **symptoms**. } B

For thousands of years, people knew virtually nothing about the dangers of *microscopic or other small harmful organisms*. However, when the 19th century scientists confirmed the link between *germ* and *disease*, we became better equipped to defend ourselves. } C

*Medical researchers have since eliminated or greatly reduced the threat of some infectious diseases, including smallpox and polio. Recently, however, others, such as yellow fever and dengue, have made a comeback.* } D

- (a) Write down the application software that was used to create the above text.
- (b) List two examples of the application software mentioned above.
- (c) Give the name of the text area labelled A
- (d) Write down the name of the font styles applied to the following words in the text.
  - (i) potentially deadly
  - (ii) harmful organisms
  - (iii) Medical researches
- (e) Write down the type of alignment applied to the paragraphs labelled B, C and D in the text.
- (f) List the steps used in underlining the words in the text area labelled A, which was typed with the caps lock key on.
- (g) Write down the name given to the process of applying the various styles and paragraphs to the text.

[2019 Q1]

13. State **two** conditions under which the *Save As* command can be used in a word processing application.

[2019 Private Q 4(c)]

14. (a) What is a font?

(b) List **three** font styles.

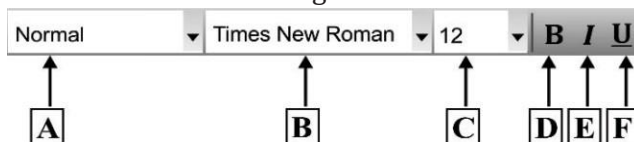
(c) List the steps required in bulleting a given text.

(d) List **three**, word processing application software.

[2018 Private Q3]

15. Use the image below to answer questions (a) to (c).

(a) Write the name of the image below.



(b) Name the parts labelled **A, B, C, D, E** and **F** in (a) above

(c) State the function of **B, C,** and **D** in (a).

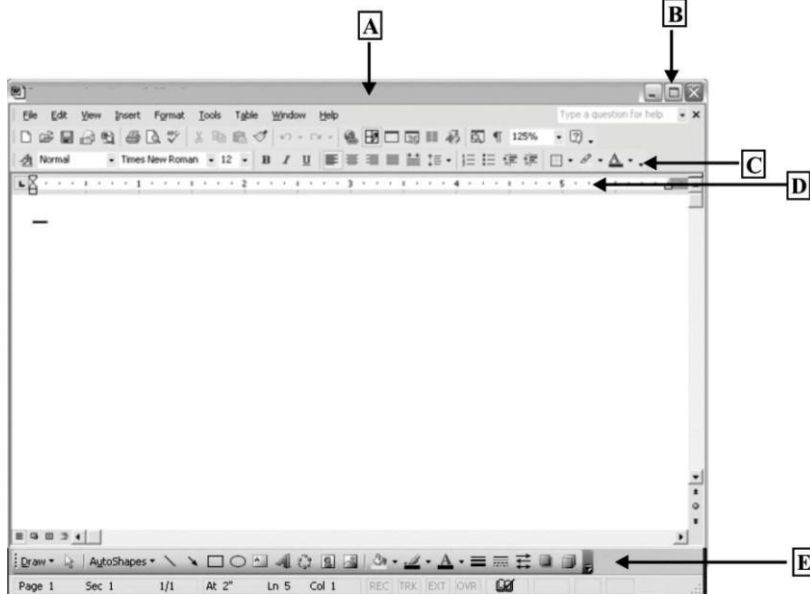
(d) Write down the keyboard key combination for the following commands as used in application software:

(i) Undo

(ii) Redo

[2019 Private Q1]

16. (a) Study Figure 1 carefully and use it to answer questions (i) to (iv)



(i) What is the name of the application software represented in Figure 1?

(ii) Give **one** example of the application software shown in Figure 1

(iii) Identify the parts represented by the letters **A, B, C, D** and **E** in Figure 1

(iv) State **one** function of the part represented by the letter **E**.

[2020 Private Q1(a)]

17. Study Figure 1 carefully and use it to answer questions (a) to (e)

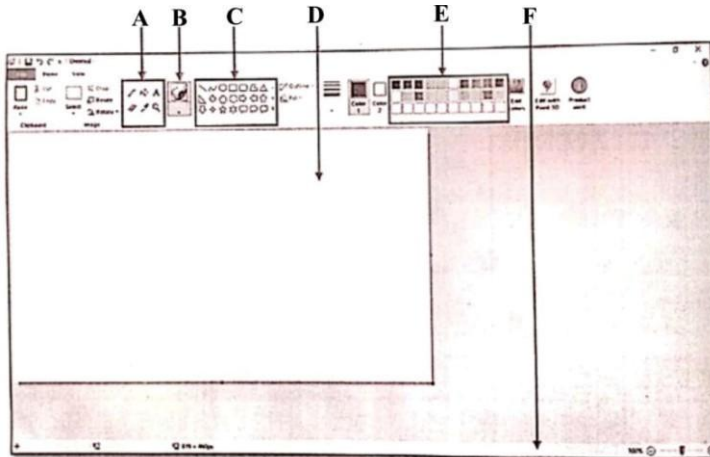


Figure 1

(a) Write the name of the application displayed in Figure 1

(b) Mention **two** things that the application in Figure 1 can be used to create.

(c) Write the name of the parts labelled **A, B, C, D, E** and **F** in Figure 1.

(d) List **two** of the items found in the part labelled **A**.

(e) What is the part labelled **D** used for?

[2020 Q1]

18. State the steps involved in performing the following operations:

(a) Saving a newly created document in word processing application using the appropriate menu command.

(b) Cutting and pasting a word document from one folder into another folder all on the desktop.

[2020 Q4]

19. (a) Explain the following terms in computing environment:

(i) Printing

(ii) Print preview

(b) State **three** advantages of previewing a document before printing

[2021 Private Q3]

20. (a) Give **two** examples of a Word processing application

(b) Complete the table below:

Keyboard shortcut keys	Action performed
Ctrl + A	
Ctrl + B	
Ctrl + E	
	Italicize selected text
	Copy selected text

[2021 Q3]

## ANSWERS

1. (i) **Name of the application:** WordPad

(ii) **File Name of the application:** WAEC EXAMINATION

(iii) **Names of the labelled parts**

A - Document Area or Text Area

B - Formatting Toolbar

C - Title bar

D - Menu bar

E - Standard toolbar

F - Ruler

(iv) **Functions of B. (Formatting Toolbar) -**

1. To change the font style.

2. To change the font size.

3. To change the font colour.

4. To bold font (or reverse it).

5. To change font to italics (or reverse it)

6. To underline font.

7. To insert bullets.

8. To align text to the right / left / centre.

### **Functions of C. (Title Bar)**

1. It shows / displays the title of the document.
2. It shows / displays the icon of the application program.
3. It shows / displays the name of the application program.
4. It shows / displays the minimize, maximize and close command buttons.
5. It can be used to resize the window.
6. It can be used to move / drag the window around.

### **2. Tools on the formatting toolbar of a word processing application**

1. Bold
2. Italic
3. Underline
4. Font size list
5. Font type list
6. Alignment (Right, Centre, Left, Justify)

### **3. (a) When it is appropriate to use in word processing,**

#### **(i) copy-and-paste:**

- When data that has already been inputted has to be duplicated (copied) in another part of the same document or in another document.

#### **(ii) cut-and-paste**

- When data that has already been inputted has to be moved/ transferred to another part of the same document or to another document.

#### **(b) (i) A font**

- A font is a set of letters, numbers and symbols that share a unified design
- OR**
- It is a complete set of type or printed or screen characters of the same design.

#### **(ii) Font styles (Examples)**

1. Regular
2. Bold
3. Italics
4. Underline
5. Bold Italics etc

### **4. What *print preview* is used for**

- It shows exactly what a printed copy of the document will look like.
- OR**
- It shows exactly what will be printed if the print command is given.

### **5. Reasons for books in (i) hard copies formats; (ii) soft copies formats**

*Please refer to Answer 6 under the topic group 'COMPUTER PERIPHERALS'*

**6. Outline of the steps involved in performing the following tasks:**

**(i) Opening a document**

**Approach 1 (Opening from desktop / explorer)**

- I. Click on start
- II. Click on documents
- III. Navigate to the folder which contains the document you want to open
- IV. Double click on the icon of the document you want to open

**or**

- V. Right-click on the icon of the document
- VI. Click open

**Approach 2 (Opening from an application program)**

- I. Click on file menu
- II. Click on open.
- III. Navigate to the folder which contains the document you want to open
- IV. Double-Click on the icon of the document you want to open

**OR** Click on the icon of the document and click the open button.

**OR** right-click on the icon of the document and click open

**(ii) Saving a newly created document**

- I. Click on file menu.
- II. Click on save as
- III. Navigate to the folder in which you want to save your document
- IV. Type a name for your document in the file name box
- V. Click save or press the enter key

**7. a) Word processing** is an application that is used to create, edit, format and to print a text base document.

**b) Notepad** - .txt

**c) (i) Cut** - Ctrl + X                      **(ii) Copy** - Ctrl + C

**(iii) Paste** - Ctrl + V                      **(iv) Print** - Ctrl + P

**8. Shortcut keyboard keys combination for the following commands:**

**(i) Undo:** Ctrl + Z              **(ii) Find:** Ctrl+ F              **(iii) Select All:** Ctrl+ A

**9. Three toolbars available in a word processing application.**

1. Standard toolbar for editing
2. Formatting toolbar for formatting
3. Drawings toolbar for inserting image into a document

**10. (i) Differences between selecting and highlighting text in a Word processing application:**

SELECTING	HIGHLIGHTING
1. For formatting purpose	1. For laying emphasis on a point
2. Background vanishes after formatting	2. Background remains after highlighting
3. It is a temporal action	3. It is a permanent action
4. Dependent on colour	4. Not dependent on colour
5. Involves one step to accomplish	5. Involves multiple steps to accomplish

**(ii) Examples of Word Processors**

- |                   |                     |                    |
|-------------------|---------------------|--------------------|
| 1. Microsoft Word | 2. WordPad          | 3. Notepad         |
| 4. WordPerfect    | 5. Word Star        | 6. Pages           |
| 7. Writer         | 8. Ted              | 9. Word Graph      |
| 10. Able Word     | 11. Bean            | 12. Calligra Words |
| 13. Write Monkey  | 14. Kingsoft Writer | 15. K Word         |

**11. (a) (i) File name for the image shown**

Microsoft Word – Document 1

**(ii) Name for the following areas shown:**

- A – Minimize button
- B – Close button
- C – Menu bar
- D – Formatting toolbar
- E – Horizontal ruler
- F – Scroll bars

**(iii) Function of B (Close button):**

It is used to exit or close down the application.

**(iv) Steps required to exit the application using the area labelled C (menu bar)**

1. Click on the File menu to display the file menu list.
2. Select and click on the Exit command in the list, to exit the application.

**(b) Differences between Menu bar and Toolbar**

**Menu bar**

1. It contains commands displayed in words
2. Clicking on an item opens up other options under it

**Toolbar**

1. The commands are displayed in images and icons.
2. Clicking on an icon or item executes the command immediately.

12. (a) Word processing application / Word processor

(b) Please refer to **Answer 10(ii)** above

(c) Name of the text area labelled A

- Heading / Caption / Title / Topic

(d) Font applied:

(i) Bold

(ii) Italic

(iii) Bold Italic

(e) Alignment applied:

B – Justify

C – Left align / Align left

D – Right align / Align right

(f) Steps to underline the text area labelled A:

1. Select the text
2. Press the keyboard combination Ctrl + U

**OR**

1. Select the text
2. Click on the underline button/icon on the formatting toolbar

**OR**

1. Select the text
2. Click on the underline icon/button on the home tab

(g) Process of applying various styles and paragraphs to text:

- Formatting / Text formatting / formatting a text.

13. Conditions under which Save As command can be used:

1. Saving a document for the first time.
2. Saving an existing document with a new file name/new extension/ new location.

14. (a) Meaning of font: Please refer to **Answer 3(b)(i)** above.

(b) List of font styles: Please refer to **Answer 3(b)(ii)** above.

(c) Steps required in bulleting a list:

1. Select the list you want to bullet.
2. Select Bullets and Numbering from the Format menu to open the Bullets and numbering dialog box.
3. Choose the appropriate bullet tab in the dialog box.
4. Select the desired bullet style you want to apply.
5. Click OK

**OR**

1. Select the list you want to apply bulleting to.
2. Click on the Bulleting button on the formatting toolbar.
3. Click to select the bulleting style you want to apply in the dialog box.

**(d) List of word processing application:** *Please refer to Answer 10(ii) above.*

15. **(a)** Formatting toolbar

**(b) Name of the tools:**

**A** – Font style

**B** – Font type

**C** – Font size

**D** – Bold

**E** – Italic

**F** – Underline

**(c) Function of B (font type), C (Font size) and D (Bold)**

**B** – The font type consists of preformatted design for letters in the font.

**C** – The font size is used to specify the size of the text, which is measured in points (pts).

**D** – The bold button is used to make the text heavy and thick.

**(d) Keyboard combination for the following commands:**

**(i)** Undo – Ctrl + Z

**(ii)** Redo – Ctrl + Y

16. **(i)** Word processing application / Word processor

**(ii)** *Please refer to Answer 10(ii) above.*

**(iii) Identification of parts:**

**A** – Title bar

**B** – Control box / buttons

**C** – Formatting toolbar

**D** – Horizontal ruler

**E** – Drawing toolbar

**(iv) Function of part labelled E (Drawing toolbar)**

- It consists of tools used for drawing basic shapes in a word document.

17. **(a) Name of application:** Microsoft Paint

**(b) Things the Paint application is used to create**

1. It is used to create new drawings of objects
2. It is used to edit pictures.

**(c) Names of the parts labelled:**

**A** – Tools panel/box

**B** – Brushes

**C** – Shapes box

**D** – Canvas or drawing area

**E** – Colour palette/box

**F** – Status bar

**(d) Items found in the part labeled A (Tools panel)**

1. Eraser

2. Colour picker

3. Magnifier

4. Pencil

5. Fill with colour

4. Text tool

**(e) Use of the part labelled D (Canvas or Drawing Area)**

- It is a resizable area that holds the work of drawing to be saved into a picture.

**18. (a) Steps involved in saving a newly created document in word processing:**

*Please refer to Answer 6 (ii) above.*

**(b) Steps involved in cutting and pasting a document from one folder to another on the desktop.**

1. Double click on the original folder to open it.
2. Locate and Right click on the document in the opened folder
3. Click on Cut in the menu that appears.
4. Double click on the new folder to open it.
5. Right click inside the new folder.
6. Click Paste in the menu, to paste the cut document.

**19. (a) Explanation of the following terms in computing environment**

**(i) Printing:** Printing is the process of using a printer to produce permanent hard copies of a document onto a paper

**(ii) Print Preview:** Print preview is a feature in word processing application that shows how a document will look like when printed on paper

**(b) Advantages of previewing a document before printing**

1. It helps you to be sure that what you want to print is correct
2. It prevents waste of paper resulting from printing wrong document pages.
3. It allows you to make adjustments so that no part of the document appears outside the printable area.

**20. (a) Please refer to Answer 10 (ii)**

**(b) Completed table below:**

<b>Keyboard shortcut keys</b>	<b>Action performed</b>
Ctrl + A	<b>Select all</b>
Ctrl + B	<b>Bold</b>
Ctrl + E	<b>Centre align</b>
<b>Ctrl + I</b>	Italicize selected text
<b>Ctrl + C OR Ctrl + Ins</b>	Copy selected text

## SPREADSHEET APPLICATION

### QUESTIONS

1. Explain the following terminologies

- (a) Cell                      (b) Column                      (c) Row                      (d) Graph [2011 Q5]

2. Explain the following terms as used in spreadsheet:

- (i) Worksheet    (ii) Active cell    (iii) Range    (iv) Workbook [2012 Q5(a)]

3. ABC supermarket has acquired an application to generate cash receipt for goods purchased by its customers as shown in the diagram below.  
 The amount for each item is obtained by multiplying the unit price and quantity of goods purchased. The sub total is a summation of the amounts obtained for all purchased items. The tax payable is computed at the rate of 10% of the sub total. The total amount to be paid is the summation of the sub total and the tax payable on purchased items.

Using the diagram below, answer the questions that follows:

	A	B	C	D	
i ↗	1	Item	Quantity	Unit Price	Amount
	2	Milk	15	2	30
	3	Milo	25	3	75
	4	Sugar	5	1	5
	5			<b>Sub total</b>	<b>110</b>
	6			<b>Tax Payable</b>	<b>11</b>
	7			<b>Total Amount</b>	<b>121</b>

iii ↓

ii ↖

- (i) Name the application program used in creating the above.  
 (ii) Identify the parts labelled I, II and III.  
 (iii) Provide the formula used in calculating the following cells:

- D2 \_\_\_\_\_  
 D5 \_\_\_\_\_  
 D6 \_\_\_\_\_

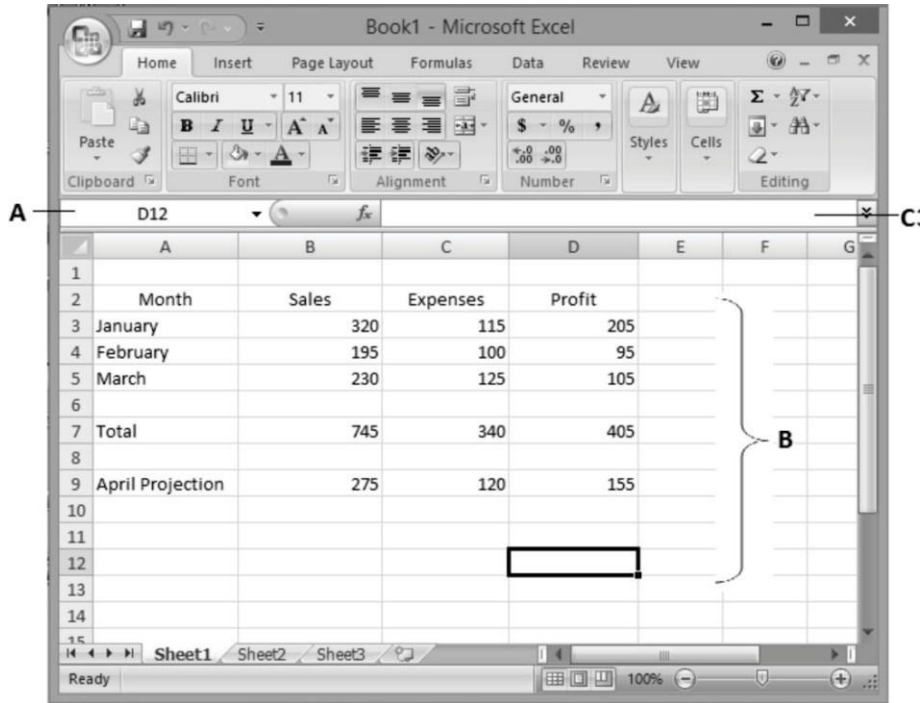
[2013 Q1(a)]

4. State the data type for the following characters as used in spreadsheet application

- (i) 13.65  
 (ii) 24.04'  
 (iii) =sum(A5:G5)  
 (iv) =A4+C8-G25  
 (v) +233244971100

[2014 Q2(a)]

5.



Use the diagram above to answer questions (i) to (iv).

**(i)** Name the application program used for the above figure.

**(ii)** Write the formula or function used to calculate the profit for cell D7.

**(iii)** Write the formula or function used to calculate the total; expenses for cell C7.

**(iv)** Name the parts labelled A, B, C.

[[2014 Q1(a)]]

6. Study the worksheet carefully and use it to answer (I - iv)

	A	B	C	D	E	F	G
1	BECE CLASS 3 RESULTS						
2	Serial No	NAME		MATHS	ENGLISH	SCIENCE	TOTAL
3	1	Mensah	Kofi	63	67	45	175
4	2	Jonfia	Esi	34	78	64	176
5	3	Mends	Eddy	54	82	66	202
6	4	Skews	Okra	58	57	65	180
7	5	Coffie	Sans	50	50	54	154
8	6	Okrah	Emma	56	83	67	206
9	7	TOTAL		315	417	361	1093

- (i) Outline the steps by which the Serial No (1,2,....,7) were generated without typing them one by one.  
 (ii) What is the cell address in which the name "MATHS" was entered ?  
 (iii) Write down the cell range in which " BECE CLASS 3 RESULTS" was typed.  
 (iv) Write the spreadsheet formula that was used in computing the total value 202 in cell G5.  
 (v) Write the spreadsheet formula that was used in computing the total 417 in cell E9  
 (vi) How many cells are in the range C3:E6.

[2017 Q1(a)]

7. a) List **three** toolbars or bars in a spreadsheet application.  
 b) Define the following terms as used in a spreadsheet application:  
 (i) Cell                      (ii) Active Cell                      (iii) Name box

[2018 Q5]

8. (a) Give **two** features of an active cell.  
 (b) State the data type for the following data as used in spreadsheet.  
 (i) =A4 + C8 - G25                      (ii) =PRODUCT(A5:G5)

[2018 Private Q5]

9. Explain *spreadsheet* package and give **one** example.

[2018 Private Q5(c)]

10. Define the following terms as used in a spreadsheet application:  
 (a) Column      (b) Rows      (c) Range      (d) Worksheet

[2019 Private Q5]

11. (a) Explain the following terminologies as used in a Spreadsheet application  
 (i) cell                      (ii) cell address  
 (b) State two features of an active cell  
 (c) State the data type of the data below as used in a spreadsheet application.  
 =SUM(B6:H6)

[2021 Q5]

## ANSWERS

### 1. Explanation of the following terminologies:

#### (a) Cell

- It is a rectangular box in a worksheet of a spreadsheet program, such as Excel. It is a box in which one can enter a single piece of data.
- It is the intersection of a row and column in a worksheet.

It is identified by the letter of the column and the number of the row.  
The cell can hold 3 types of data – text, a number (or numeric value) or a formula.

**(b) Column:**

- A column is a vertical line of cells (boxes) in a worksheet of a spreadsheet program.  
It is labelled with a letter. A column has the same width.

**(c) Row**

- A row is a horizontal line of cells (boxes) in a worksheet of a spreadsheet program. It is labelled with a number A row has the same height.

**(d) Graph**

- A graph is a chart and its associated sample data in a table called data.  
**Or**
- A visual representation of worksheet data.

Graphs / charts make it easier to understand the data in a worksheet  
Some examples of graphs are Pie graphs, bar graphs, line graphs, scatter graphs, column graphs, etc.

2. **(i) Worksheet** is the rectangular grid of cells in a spreadsheet program.

**(ii) Active cell** is the cell that has been selected or activated.

**(iii) Range** refers to a collection or group of cells.

**(iv) Workbook** is made up of a combination of two or more worksheets.

3. **(i) Application program used:**

Spreadsheet application **or** Microsoft Excel **or** Lotus 1-2-3

**(ii) Identification of the labelled parts**

I - Column

II - Cell

III - Row

**(iii) Formulae used in the cells**

**D2** =B2\*C2

**D5** =SUM(D2:D4) **or** =D2+D3+D4

**D6** =10%\*D5 **or** =0.1\*D5 **or** =D5/10

4. **Data types for the following as used in a spreadsheet application**

**(i)** 13.65 - Value

**(ii)** 24.04' - Label

- (iii) =Sum(A5:G5) - Function
- (iv) =A4+C8-G25 - Formula
- (v) +233244971100 - Value

5. (i) The application program used: Microsoft Excel

(ii) The formula / function used to calculate the profit for cell D7  
 =B7-C7 or =D3+D4+D5 or =SUM(D3:D5)

(iii) The formula / function used to calculate the total expenses for cell C7  
 =C3+C4+C5 or =SUM(C3:C5)

(iv) Names of the labelled parts

A - Name box B - Formula bar C - worksheet/ worksheet window

6. (i) Steps by which the Serial No. (1, 2, ... , 7) were generated without typing them one by one.

1. Type the first two numbers that is 1 and 2 in cell A3 and A4 respectively.
2. Select both cells A3 and A4.
3. Move the mouse pointer to the right bottom corner of the selected cells until it changes into a black cross.
4. Press and hold the left mouse button and drag it downwards to cell A9.
5. Released the mouse button.

(ii) Cell Address in which the name "MATHS" was entered;  
 Cell D2

(iii) Cell range in which "BECE CLASS 3 RESULTS" was typed:  
 A1:G1

(iv) Spreadsheet formula that was used in computing the total value in cell G5:  
 =SUM(D5:F5)

(v) Spreadsheet function used in computing the total "417" in Cell E9  
 =SUM(E3:E8)

(vi) Number of cells in the cell range C3:E6  
 12 cells

7. a) Toolbars or bars in Spreadsheet Application

- |                |               |                       |
|----------------|---------------|-----------------------|
| 1. Title bar   | 2. Menu bar   | 3. Formatting toolbar |
| 4. Formula bar | 5. Status bar | 6. Standard toolbar   |

**b) Definition of the following terms as used in a spreadsheet application:**

- (i) Cell:** It is the intersection of a column and a row in a worksheet, which is identified by the column letter and the row number
- (ii) Active Cell:** It is the current selected cell in a worksheet which is ready to accept data from the user.
- (iii) Name box:** It is the part of a worksheet that displays the name of the active cell.

**8. (a) Features of an Active Cell**

- The name of an active cell is displayed in the name box
- The default active cell is A1
- The content of the active cell is shown in the formula bar
- An active cell has a bold black border around the cell.
- An active cell can be changed by using the arrow keys of mouse.

**(b) Data type for the following data:**

- (i) =A4+C8 - G25                      ---        Formula
- (ii) =PRODUCT (A5:G5)                ---        Function

**9. Spreadsheet** is a software application that enables a user to organize and manage data using rows and columns and it performs calculation using formula and functions.

**Examples of spreadsheet packages include:**

- Microsoft Excel
- Lotus 1-2-3
- OpenOffice Calc
- Google Sheets,            etc.

**10. Definition of the following terms as used in spreadsheet application:**

**(a) Column:** Please refer to *Answer 1(b)* above

**(b) Rows:** Please refer to *Answer 1(c)* above

**(c) Range:** Please refer to *Answer 2(iii)* above

**(d) Worksheet:** Please refer to *Answer 2(i)* above

**11. (a) Explanation of the following terminologies**

**(i) Cell:** A cell is the area defined by the intersection of a row and a column in a worksheet

**OR** A cell is the unit of the worksheet that can store data

**(ii) Cell address:** Cell address is a combination of a column and a row number describing where a cell is located on a spreadsheet

**(b) Features of an active cell:**

- (i) The active cell has thick borders
- (ii) Active cell has selected row and column headings
- (iii) The cell address of an active cell appears in the name box
- (iv) An active cell is the cell which is ready to accept data entry
- (v) An active cell is the selected cell

**(c) Type of data in the spreadsheet application:**

=SUM(B6:H6) - Function

***END OF ESSAY***

# LIKELY EXAMINABLE QUESTIONS

## (ALL TOPICS)

### OBJECTIVE TEST (ALL TOPICS)

#### INFORMATION PROCESSING

- The following options are all characteristics of valuable information **except**
  - it is meaningless
  - it is reliable
  - it is accessible
  - it is useful
- Which of the following is **not** a source of data?
  - Interviews
  - Surveys
  - Questionnaires
  - Information
- The process of sharing information from the computer from one user to another through a computer network is called
  - output
  - information
  - computer
  - communication

#### PARTS OF A PERSONAL COMPUTER

- When the computer is turned off, which of the following options will lose the information it holds?
  - ROM
  - RAM
  - Hard disk
  - Floppy disk
- The speed of the CPU is measured in
  - bytes
  - kilometers
  - miles
  - hertz
- The component of the system unit that converts alternating current to direct current to be used by the computer is
  - motherboard
  - power supply
  - main memory
  - hardware
- The part of the computer that can be seen and touched is
  - software
  - softcopy
  - hardware
  - Hardcopy

- Multimedia, Games and Word processing software are all examples of
  - application Software
  - utility software
  - operating system software
  - typing software
- When a computer user wants to perform a specific task on the computer, he needs
  - an operating system
  - an application software
  - an antivirus software
  - general software
- The following programs are all part of the Microsoft Office suite **except**
  - MS Word
  - MS Paint
  - MS Excel
  - MS PowerPoint
- Which of the options below is not an operating system?
  - Windows
  - LINUX
  - Lotus 1,2,3
  - UNIX

#### TYPING, KEYBOARD & MOUSE SKILLS

- Typing speed is measured in
  - words per minute
  - words per second
  - minutes per word
  - words per hour
- The average number of words that a person can type within a minute is termed
  - typing game
  - typing skills
  - typing number
  - typing speed
- The home row keys include the following letters **except**
  - S
  - I
  - J
  - L
- The process of pressing the left mouse

button two times in quick succession is

- A. right clicking      C. left clicking
- B. double clicking    D. triple clicking

16. Which of the following options is not a basic operation of the computer mouse?

- A. Typing                      C. Scrolling
- B. Clicking                  D. Pointing

17. Which of the keyboard keys removes characters towards the **right** side of the insertion point?

- A. Backspace key      C. Tab key
- B. Spacebar key      D. Delete key

18. The Enter key is also known as

- A. return key              C. random key
- B. shift key                D. send key

19. Which of the following keyboard symbols is **not** a top-row character?

- A. &      B. /      C. @      D. %

### GRAPHICAL USER INTERFACE

20. Clicking on the start button displays

- A. All programs              C. Start menu
- B. My computer             D. Task manager

21. The small pictures on the computer desktop which represent programs, files or folders are?

- A. Pictures                      C. Icons
- B. Photos                      D. Wallpapers

22. The recycle bin is a special folder that contains

- A. deleted items              C. special documents
- B. music folders              D. secret items

23. The background picture displayed on the desktop is called

- A. Icon                              C. My pictures
- B. Wallpaper                      D. Screen saver

24. The system tray on the taskbar also

refers to

- A. notification area      C. wallpaper
- B. start button            D. mouse pointer

25. Which of the following is not part of the sections on the taskbar?

- A. Start button
- B. Notification area
- C. Opened programs area
- D. Mouse cursor

26. Date, time and system volume are some of the items featured on the

- A. start menu                  C. notification area
- B. wallpaper                  D. my computer

### WINDOWS MANAGEMENT

27. Which of the following commands do you use to reduce an opened window to a button on the taskbar?

- A. Maximize                  C. Restore
- B. Minimize                  D. Close

28. The close, maximize and minimize buttons are together referred to as

- A. windows icons              C. control buttons
- B. windows                      D. controls

29. Which part of a window can we find the logo and name of the program?

- A. Status bar                  C. Control box
- B. Name box                  D. Title bar

30. The following are features of the title bar **except**

- A. program icon              C. control buttons
- B. program name              D. content display

31. A special feature in the windows operating system that helps you to find missing or hidden files and folders which have not been deleted is called

- A. recycle bin                  C. search assistant
- B. file searcher                D. search tool

32. The control buttons are made up of the following **except**
- A. control
  - B. close
  - C. minimize
  - D. restore

### HEALTH AND SAFETY IN USING ICT TOOLS

33. RSI is an acronym which means
- A. Repetitive Stress Injury
  - B. Restricted Strain Injury
  - C. Repetitive Strain Injury
  - D. Restricted Stress injury
34. Which one of the following does **not** prevent or reduce lower back pain?
- A. Relaxing your shoulders
  - B. Using a firm, adjustable chair
  - C. Taking long breaks
  - D. Gently massaging the forehead
35. All the following are health hazards to the computer user **except**
- A. stomach pains
  - B. wrist pains
  - C. back ache
  - D. poor vision
36. *Repetitive strain injury* is a hazard associated with the use of which device?
- A. Television
  - B. Mouse
  - C. Keyboard
  - D. Monitor
37. Which of the following is a safety precaution for the use of computer as an ICT tool?
- A. Sit in the wrong posture very close to the computer
  - B. Use screen filters for the monitor screen
  - C. Overload the sockets
  - D. Sit for long hours when using the computer
38. All the following are examples of ICT tools **except**
- A. microwave
  - B. mobile phone
  - C. computer
  - D. television

### INTEGRATING ICT INTO LEARNING

39. Which of the following is **not** a benefit of *ICT* to students?
- A. Facilitating of understanding
  - B. Undertaking academic research
  - C. Developing professional office documents
  - D. Watching movies
40. Which of the following is **not** a negative impact of the increased use of *ICT*, on the society?
- A. Loss of social and personal skills
  - B. Unemployment
  - C. Free access to immoral content
  - D. Easy access to academic information

### COMPUTER VIRUSES

41. All the following are examples of anti-virus software **except**
- A. Avast!
  - B. McAfee
  - C. Avira
  - D. Trojan horse
42. One way of preventing your computer from being infected by a virus is
- A. restarting the computer everyday
  - B. installing and running an antivirus software
  - C. random sharing of removable drives
  - D. visiting and downloading from unknown websites
43. *Formatting the hard disk* means
- A. permanently deleting all information on the hard disk
  - B. removing the hard disk from the computer
  - C. creating partition on the hard disk
  - D. saving more information on the hard disk
44. A computer virus has the following effects on an infected computer **except**
- A. slowing down performance

- B. increasing the storage capacity of the hard disk
- C. randomly restarting the computer
- D. deleting of saved files

### COPYRIGHT ETHICS

45. Which of the following do **not** qualify for copyright protection under the copyright laws of Ghana?
- A. Audiovisuals and artistic works
  - B. Sound recordings and musical works
  - C. Ideas, concepts and procedures
  - D. Computer software and literary works
46. Copying or stealing an author's work and presenting it as your own work is called
- A. Plagiarism
  - B. Duplication
  - C. Reproduction
  - D. Piracy
47. The association of musicians that help the government in enforcing the copyright laws and protecting the works of musicians is
- A. MUSICA
  - B. MISIGA
  - C. MUSIGA
  - D. MUSIGH
48. All the following are effects of copyright infringement **except**
- A. fines
  - B. imprisonment
  - C. confiscation of illegal items
  - D. pardon

### BASIC STORAGE DEVICES

49. CD - R is an acronym which means
- A. Compact Disc Readable
  - B. Compact Disc Rewritable
  - C. Compact Disc Recordable
  - D. Compact Disc Reloaded
50. CDs and DVDs are examples of
- A. optical storage media
  - B. magnetic storage media
  - C. electronic storage media
  - D. solid state devices

51. Which of the following does **not** describe Random Access Memory?

- A. It is the working memory of the computer
- B. It is volatile
- C. It stores information permanently
- D. It stores information faster.

52. What is the size of a standard floppy disk?

- A. 4 ½"
- B. 2 ½"
- C. 3 ½"
- D. 5 ½"

53. Which of the following are ways to protect storage media?

- I. Keeping them in protective case
- II. Write - protecting the storage media
- III. Keeping them away from moisture
- IV. Keeping them near magnetic fields

- A. I, II and IV only
- B. I, II, and III only
- C. I, III and IV only
- D. II, III and IV only

### BASIC INPUT AND OUTPUT DEVICES

54. The function keys on the computer keyboard are made up of

- A. F1 to F10
- B. F1 to F12
- C. F1 to F16
- D. F1 to F18

55. The part of the computer keyboard that is used for mathematical computation is

- A. alphanumeric keys
- B. function keys
- C. numeric keys
- D. arrow keys

56. An input device with a stick that can be moved in different directions to control the movement of a pointer on screen is

- A. plotter
- B. Joystick
- C. touch screen
- D. Scanner

57. The following options can be used as game controllers **except**

- A. game pad
- B. joystick
- C. stylus
- D. arrow keys

58. Which of the following is an output device?
- A. Hard disk drive      C. Microphone  
B. Speaker                      D. Processor
59. VDU is another name for the monitor, and it stands for
- A. Versatile Display Unit  
B. Visual Display Unit  
C. Visual Distribution Unit  
D. Visual Display Uniform
60. All the following are properties of the monitor **except**
- A. resolution                      C. refresh rate  
B. size                                  D. print quality
61. All the following are non-impact printers **except**
- A. Chain                              C. Thermal  
B. Inkjet                                D. Laser
62. Which of the following describes the **two** categories of computer printers?
- A. Laser and Inkjet  
B. Impact and Non – impact  
C. Laser and Dot Matrix  
D. Impact and Laser
63. A device used to produce permanent hardcopy of information onto a paper is
- A. monitor                              C. webcam  
B. printer                                D. Scanner
64. Devices used to give out the results of processed data to be accessed by the user are called
- A. output devices                  C. storage Devices  
B. input devices                      D. processors
65. CRT stands for
- A. Card Reader Tube  
B. Card Ray Tube  
C. Cathode Ray Tube  
D. Cathode Reader Tube

66. LCD is an acronym which stands for
- A. Liquid Crystal Display  
B. Liquid Cathode Display  
C. Liquid Crystal Decoder  
D. Liquid Cathode Decoder

### FILES AND FOLDERS

67. All the following are types of files **except**
- A. Pictures                              C. Movies  
B. Music                                  D. My computer
68. The file extension **.doc** represents
- A. Word file                              C. Image file  
B. Music file                              D. Application file
69. A file type can be identified by its icon and
- A. size                                      C. extension  
B. name                                      D. location
70. When a deleted file in the recycle bin is sent back to its original location, it is called
- A. re-saving                              C. restoring  
B. installing                                D. recycling
71. The file extension **.mp3** represents
- A. Application file                      C. Word file  
B. Audio file                                D. Picture file
72. Deleted files and folders can be restored from the
- A. Recycle bin                              C. My computer  
B. Desktop                                  D. My documents

### THE INTERNET AND WORLD WIDE WEB

73. URL stands for
- A. Uniform Resource Locator  
B. Universal Resource Locator  
C. Unit Resource Locator  
D. Unilateral Resource Locator
74. The following are all internet services **except**

- A. World wide web  
 B. File Transfer Protocol  
 C. Voice – over Internet Protocol  
 D. Internet Service Providers
75. Which of the following is not a requirement for internet connectivity?  
 A. Computer  
 B. Telephone line and modem  
 C. Internet Service Provider  
 D. Electric cables
76. What is the name of the main page of a website that usually lists the contents?  
 A. Hot page  
 B. Home page  
 C. Physical page  
 D. Welcome page
77. The address that uniquely identifies every computer on a network or over the internet is termed as  
 A. World Wide Web  
 B. Internet Protocol Address  
 C. Web Address  
 D. Markup Address
78. The special rules governing how information is handed on the internet are collectively known as  
 A. Instructions  
 B. Packets  
 C. Protocols  
 D. Transmissions
79. The full meaning of HTML is  
 A. Hypertext Markup Language  
 B. Hypertext Marking Language  
 C. Hypertest Marking language  
 D. Hypertest Markup Language
80. The full expression for Modem is  
 A. modern – modulator  
 B. modulator – demodulator  
 C. modulator – modulator  
 D. modern – demodulator
81. Widely accepted rules and regulations that govern the use of the internet are called  
 A. internet ethics  
 B. etiquette  
 C. netiquette  
 D. internet rules
82. The following options are examples of internet etiquette **except**  
 A. Respect the privacy of others  
 B. Do not distribute pornography  
 C. Be rude to others on the net  
 D. Do not send or respond to flames
83. Typing in capital letters throughout a message on the internet means  
 A. seriousness  
 B. boldness  
 C. shouting  
 D. Bombing
84. Messages sent out as insults or threats via the internet are referred to as  
 A. flame  
 B. assault  
 C. threats  
 D. attacks
85. In the computer laboratory, which of the following rules do **not** apply as appropriate?  
 A. Do not eat in the computer lab  
 B. Do not ask permission before inserting removable storage devices  
 C. Avoid walking about in the computer lab  
 D. Do not make unnecessary noise.
86. A page on the internet that contains text, graphics, audio and video is called  
 A. Web page  
 B. Website  
 C. Web browser  
 D. Web address
87. A highlighted word, picture or thumbnail that leads you to other documents or websites once it is clicked is known as  
 A. hypertext  
 B. hyperlink  
 C. highlights  
 D. hypermedia
88. Which of the following depicts a correct website address?  
 A. www.grade1pub.org  
 B. grade1pub.www.org  
 C. org.grade1pub.www  
 D. ww.grade1pub.org

89. A search engine is  
 A. hardware used to locate information on the internet  
 B. an application or website that helps us to find information on the internet  
 C. hardware component used to send e-mails  
 D. a program or website used for sending e-mail messages
90. All the following are examples of search engines **except**  
 A. Firefox C. Yahoo  
 B. Google D. Ask
91. Which of the following is **not** a web browser?  
 A. Safari C. Firefox  
 B. Chrome D. Bing

### EMAIL AND SHARING OF INFORMATION

92. Which of the following is **not** a way of sharing information on the net?  
 A. Personal blogs  
 B. E-mail  
 C. Public Address System  
 D. Instant Messaging
93. A file that is sent together with an e-mail message is referred to as  
 A. clipart C. attachment  
 B. e-mail file D. zip file
94. All the following are importance of email **except**  
 A. sending of job applications  
 B. transacting businesses online  
 C. communication across different locations  
 D. sending of spam to others
95. **Cc** is a feature in sending email which stands for  
 A. Carbon card C. Cash copy

- B. Carbon copy D. Cash card
96. All the following can be sent as an email attachment **except**  
 A. Document C. Video  
 B. Picture D. Ideas
97. Received email messages are contained in which folder?  
 A. Inbox C. Spam  
 B. Draft D. Sent
98. Blind carbon copy is used for  
 A. sending copies of an email to other addresses without making it known to the recipients  
 B. sending copies of an email to other addresses which can be seen by all recipients  
 C. sending an email message to only one person without making copies to others  
 D. replying an email message
99. Organizations that host websites for creating an account, sending and receiving email messages are called  
 A. e-mail websites  
 B. e-mail companies  
 C. e-mail service providers  
 D. e-mail institutions
100. *Sign out* means  
 A. connecting to a network  
 B. accessing an account  
 C. creating a new account  
 D. exiting an opened account
101. A valid e-mail address consists of the following parts **except**  
 A. Username C. domain name  
 B. @ symbol D. Password
102. *Sign up* means  
 A. exiting an opened account  
 B. creating a new account  
 C. accessing an existing account

D. connecting to the internet

103. The following options are email service providers **except**

- A. Yahoo mail                      C. Hotmail  
B. Gmail                              D. Email

104. To access an already created account, you must first

- A. sign in                              C. sign out  
B. sign up                              D. sign on

### WORD PROCESSING

105. What is the default location for saved Word documents?

- A. My Computer                      C. My Pictures  
B. My Documents                      D. Recent Places

106. Which keyboard shortcut command is used to save a file for the very first time?

- A. Ctrl + E                              C. Ctrl + B  
B. Ctrl + S                              D. Ctrl + A

107. Which of the following is **not** a word processing application?

- A. Microsoft Excel                      C. WordPad  
B. Microsoft Word                      D. Corel WordPerfect

108. Which of the following features is **not** used for editing in Word processing?

- A. Copy                                  C. Cut  
B. Paste                                  D. Bold

109. Which of the following commands is used to reverse a most current action or task?

- A. View command  
B. Reverse command  
C. Undo Command  
D. Redo command

110. Which of the following keys are used to move the cursor to the **beginning** and the **end** of the current line respectively?

- A. End, Page Up

- B. Page Down, Home  
C. Home, End  
D. Page Up, Page Down

111. *Undo* and *Redo* commands are found on

- A. Taskbar  
B. Standard toolbar  
C. Drawing toolbar  
D. Formatting toolbar

112. Formatting text in Word processing refers to

- A. Correcting mistakes in the text  
B. Changing the appearance of text  
C. Saving the document  
D. Copying and pasting text

113. The distance between one line of text and the next line in a document is called

- A. Line distance                      C. Line separation  
B. Line spacing                      D. Line gap

114. Which of the following is equivalent to double line spacing?

- A. 1.0                                      C. 1.5  
B. 1.15                                      D. 2.0

115. All the following buttons are used in text alignment **except**

- A. Underline                              C. Justify  
B. Align Center                              D. Align Left

116. Which of the following is not a font style?

- A. Bold                                      C. Regular  
B. Italics                                      D. Superscript

117. In the text P<sup>2</sup>, the **2** appears as a

- A. Number                                  C. Subscript  
B. Superscript                                  D. Positive integer

118. The following are all buttons on the drawing toolbar **except**

- A. Arrow style                              C. Fill Colour  
B. Font style                                  D. Draw tool

119. AutoShapes contains the following except

- A. Connectors
- B. Basic shapes
- C. Flowchart
- D. Rectangle

120. Portrait and Landscape are types of

- A. Page Layout
- B. Paper Size
- C. Page Orientation
- D. Page setup

121. Which of the following contains the Print button

- A. Standard toolbar
- B. Menu bar
- C. Formatting toolbar
- D. Drawing toolbar

122. WYSIWYG means

- A. What you say is what you get
- B. What you saw is what you got
- C. What you see is what you get
- D. What you said is what you got

123. The keyboard shortcut for Print previewing a document is

- A. Ctrl + F2
- B. Ctrl + P
- C. Ctrl + PP
- D. Ctrl + F12

## INTRODUCTION TO SPREADSHEET APPLICATION

124. A formula comprises arguments and

- A. symbols
- B. addition sign
- C. operators
- D. alphanumeric

125. A predefined formula that perform calculations by using specific values, called arguments in a particular order is known as

- A. formula
- B. function
- C. computation
- D. calculation

126. Which of the following differentiates a formula and a function?

- A. a formula begins with an equal sign but a function begins with a plus sign
- B. a formula always uses parenthesis but a function does not
- C. a formula is written by the user but a function inserts features as prescribed by

an excel program

- D. a formula always begins with a numerical value but a function uses dates

127. Which function is used to display the current date and time in spreadsheet?

- A. TODAY
- B. TIME
- C. NOW
- D. DATE

128. Which of the following is a spreadsheet application?

- A. MS Word
- B. Lotus 1-2-3
- C. Notepad
- D. Encarta

129. Data is organized in a spreadsheet by

- A. lines and spaces
- B. layers and planes
- C. rows and columns
- D. squares and rectangles

130. The default alignment for numbers in a cell is

- A. right
- B. left
- C. justify
- D. center

131. The cell on a worksheet which is ready to receive data is called

- A. cell reference
- B. active Cell
- C. cell address
- D. data Cell

132. The following are features of the spreadsheet application window **except**

- A. formula bar
- B. title bar
- C. task bar
- D. cell name box

133. A built-in formula that performs basic calculations in spreadsheet is called

- A. label
- B. value
- C. number
- D. function

134. The sum of the cells F1, F2, F3, G4, G5 is

- A. =Sum(F1, F2, F3, G5)
- B. =Sum(F1:F3, F4, G4, G5)
- C. =Sum(F1+F2+F3+G4+G5)
- D. =Sum(F1, F2, F3, F4, G4, G5)



135. Which of the following will best compute the total sum of values from cell A1 to A5?

- A. =SUM(A1:A5)
- B. =SUM(A1 to A5)
- C. =SUM(A1:A2:A3:A4:A5)
- D. =TOTAL(A1:A5)

136. Which of the following keyboard shortcut commands is used to activate the *find and replace* dialog box?

- A. Ctrl + H
- B. Ctrl + F
- C. Ctrl + R
- D. Ctrl + Z

137. Which of the following is **not** an option in the spelling and grammar dialog box?

- A. Edit
- B. Ignore
- C. Ignore All
- D. Change

138. When you print preview a worksheet,

- A. The entire worksheet is displayed
- B. The selected range is displayed
- C. The active portion of the worksheet is displayed
- D. All of the above.

139. The following feature can be applied to a data in a worksheet except

- A. Font name
- B. Font size
- C. Font colour
- D. Font style

140. Which of the following function keys activates the spelling and grammar dialog box?

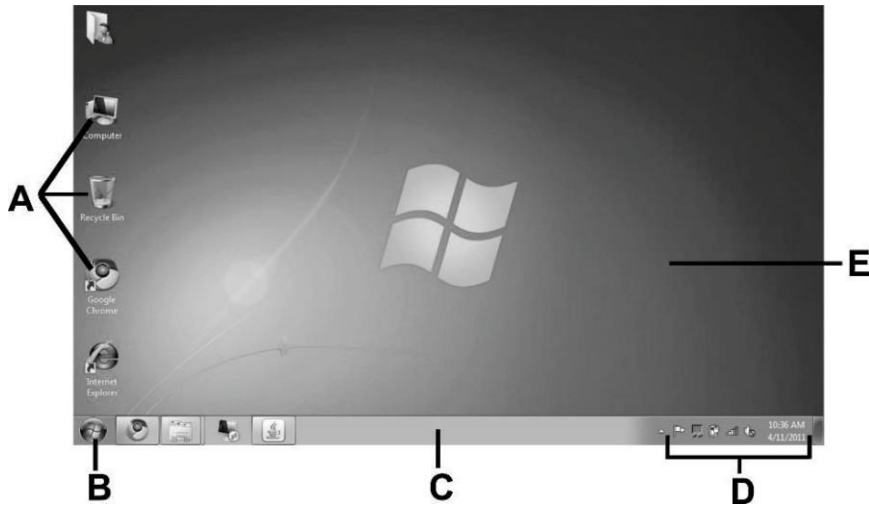
- A. F5
- B. F6
- C. F7
- D. F8

### ANSWER TO OBJECTIVE LIKELY EXAMINABLE QUESTIONS

- 1. A    2. D    3. D    4. B    5. D    6. B
- 7. C    8. A    9. B    10. B    11. C    12. A
- 13. D    14. B    15. B    16. A    17. D    18. A
- 19. B    20. C    21. C    22. A    23. B    24. A
- 25. D    26. C    27. B    28. C    29. D    30. D
- 31. D    32. A    33. C    34. D    35. A    36. C
- 37. B    38. A    39. D    40. D    41. D    42. B
- 43. A    44. C    45. C    46. A    47. C    48. D
- 49. C    50. C    51. C    52. C    53. B    54. B
- 55. C    56. B    57. C    58. B    59. B    60. D
- 61. A    62. B    63. B    64. A    65. C    66. A
- 67. D    68. A    69. C    70. C    71. B    72. A
- 73. A    74. D    75. D    76. B    77. B    78. C
- 79. A    80. B    81. C    82. C    83. C    84. A
- 85. B    86. A    87. B    88. A    89. B    90. A
- 91. D    92. C    93. C    94. D    95. B    96. D
- 97. A    98. A    99. C    100. D    101. D    102. B
- 103. D    104. A    105. B    106. B    107. A    108. D
- 109. C    110. C    111. B    112. B    113. B    114. D
- 115. A    116. D    117. B    118. B    119. D    120. C
- 121. A    122. C    123. A    124. C    125. B    126. C
- 127. C    128. B    129. C    130. A    131. B    132. C
- 133. D    134. D    135. A    136. A    137. A    138. C
- 139. A    140. C

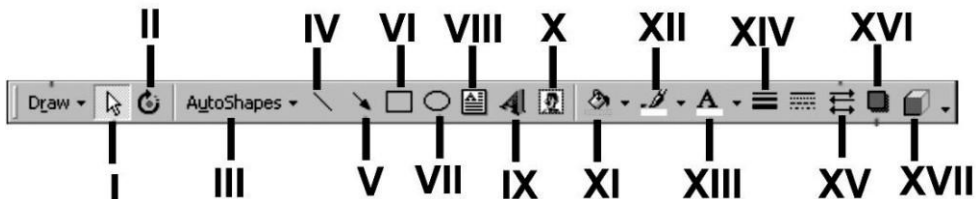
## LIKELY EXAMINABLE ESSAY TESTS (QUESTIONS ONLY)

- Study the diagram below carefully and answer the questions that follow:
  - Give an appropriate name to the diagram



- Identify the parts of the diagram labelled **A, B, C, D** and **E**
- Give the functions of each of the labelled parts identified in **b)** above.
- What is another name given to the part labelled **E**?

- Use the diagram below to answer the questions that follow:



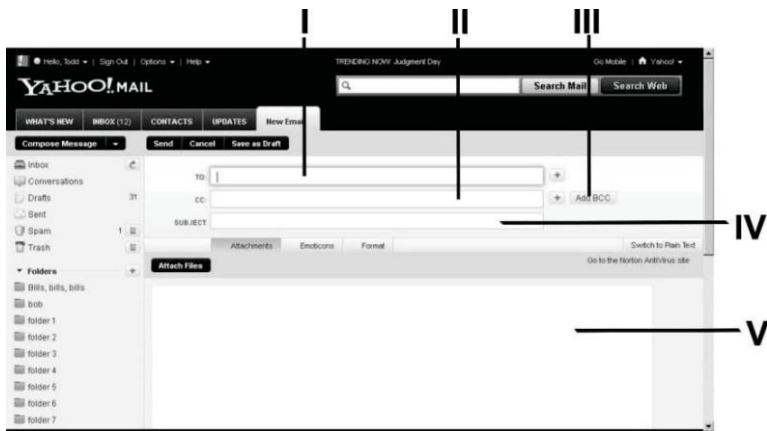
- What is the name given to the diagram above?
- Identify the names of all the parts labelled from **I** to **XVII**
- What is the function of the parts labelled **VII, VIII, IX, X** and **XI**?
- Mention an application program in which the diagram above is found.

- Name **three (3)** devices used to access the internet.

- Mention **three (3)** examples of spreadsheet program.

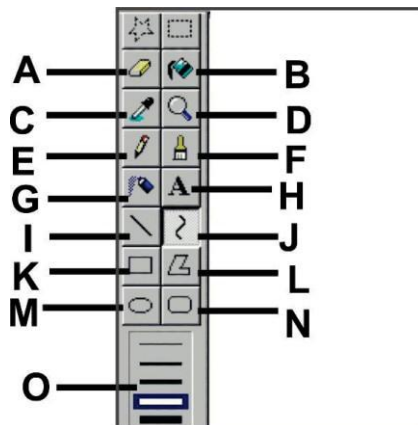
- Outline the steps involved in launching Microsoft Excel from the start menu button.

- The diagram below is the compose page of Yahoo mail. Study it carefully to answer the questions that follow:



- a) Identify the parts labelled **I, II, III, IV** and **V**
  - b) State the function of each of the parts identified in a) above.
6. Give **four (4)** differences between a **file** and a **folder**.
  7. a) What is a computer virus?  
b) Give **five (5)** common examples of computer viruses.
  8. What is an antivirus software?
  9. Give **four (4)** examples of computer viruses.
  10. (i) List any **two (2)** ways by which virus can be removed from an infected computer.  
(ii) Outline **four (4)** ways of preventing computer virus infection.  
(iii) State any **five (5)** effects of computer virus infection.
  11. Mention **five (5)** rules and regulations that must be observed when using the computer laboratory.
  12. a) What is copyright infringement?  
b) List **three (3)** penalties (effects) for copyright infringement.  
c) Give **four (4)** acts/examples of copyright infringement.
  13. Explain the following terminologies as used in e-mail:  
(a) Spam      (b) Inbox      (c) Draft      (d) Sent
  14. Describe the procedures involved in sending a file as an attachment in e-mailing.
  15. Outline the procedures involved in launching the Microsoft Paint application from the start menu.

16. List **three (3)** common examples of search engines.
17. a) What is netiquette?  
b) Give **five (5)** examples of netiquette.
18. Mention **three (3)** common examples of search engines.
19. State **three (3)** differences between '*formatting a document*' and '*editing a document*'.
20. What is the importance of '*Print Preview*' in Word Processing?
21. Mention any **three (3)** standard paper sizes used for a Word processing document.
22. Give **one (1)** function of each of the following manipulative keys found on the computer keyboard:
- |               |               |             |
|---------------|---------------|-------------|
| (i) Caps Lock | (ii) Shift    | (iii) Enter |
| (iv) Delete   | (v) Backspace | (vi) Tab    |
23. What is the difference between the '**Save As**' and '**Save**' commands?
24. Use the diagram below to answer the questions that follow:



- a) Name the application program in which the toolbox above can be found.
- b) Give the names of all the parts labelled **A, B, C, D, E, F, G, H, I, J, K, L, M, N, and O**.
- c) What is the function of the parts labelled **B, F, J, and M**?
- d) What is the general use of the application program you have named in **a)** above?
25. What is the major difference between a **Word Processor** and **Spreadsheet** Application?

# COMMON KEYBOARD SHORTCUTS

## Windows Program Key Combinations:

Ctrl+C .....	Copy	Ctrl+ X .....	Cut
Ctrl+ V.....	Paste	Ctrl+ Z .....	Undo
Ctrl+ Y .....	Redo	Ctrl+P .....	Print
Ctrl+S .....	Save	Ctrl+A .....	Select All

## Microsoft Word Program shortcuts

- o F7 ..... Spelling and grammar check
- o Ctrl +F2 ..... Print Preview
- o Ctrl +L ..... Align Left
- o Ctrl +E ..... Centre Align
- o Ctrl +R ..... Align Right
- o Ctrl +J ..... Justify
- o Ctrl + Shift +P ..... Font size
- o Ctrl + Shift +F ..... Font
- o Ctrl +S ..... Save/ Save As
- o Ctrl +B ..... Bold
- o Ctrl +I ..... Italics
- o Ctrl +U ..... Underline
- o Ctrl +End ..... Move cursor to end of sentence
- o Ctrl +Home ..... Move cursor to beginning of sentence.

# COMMON ACRONYMS AND ABBREVIATIONS

1. **BIOS** —Basic Input Output System
2. **bit** —binary digit
3. **Blog** —Web Log
4. **CPU** —Central Processing Unit
5. **CRT** —Cathode Ray Tube
6. **CD-R** —Compact Disk Recordable
7. **CD-ROM** —Compact Disk Read-Only Memory
8. **CD-RW** —Compact Disk -Rewritable
9. **DVD** —Digital Video Disc
10. **DVD-R** —DVD-Recordable
11. **DVD-ROM** —DVD-Read Only Memory
12. **DVD-RW** —DVD-Rewritable
13. **DOS** —Disk Operating System
14. **E-mail** – Electronic mail
15. **FAQ** —Frequently Asked Questions
16. **FDD** —Floppy Disk Drive
17. **FTP** —File Transfer Protocol

18. <b>Gb</b>	—Gigabit GB	<b>GB</b> —Gigabyte
19. <b>GPRS</b>	—General Packet Radio Service	
20. <b>GIGO</b>	- Garbage In Garbage Out	
21. <b>HD</b>	—High Density	
22. <b>HDD</b>	—Hard Disk Drive	
23. <b>HTML</b>	—Hypertext Markup Language	
24. <b>HTTP</b>	—Hypertext Transfer Protocol	
25. <b>Hz</b>	—Hertz	
26. <b>ICT</b>	—Information & Communication Technology	
27. <b>IM</b>	—Instant Messaging	
28. <b>I/O</b>	—Input / Output	
29. <b>IP</b>	—Intellectual Property /Internet Protocol	
30. <b>ISP</b>	—Internet Service Provider	
31. <b>IT</b>	—Information Technology	
32. <b>JPEG</b>	—Joint Photographic Experts Group	
33. <b>KB</b>	—Keyboard /Kilobyte /Knowledge Base	
34. <b>LED</b>	—Light-Emitting Diode	
35. <b>MAN</b>	—Metropolitan Area Network	
36. <b>MB</b>	—Megabyte	
37. <b>MHz</b>	—Megahertz	
38. <b>MS</b>	—Microsoft	
39. <b>MS-DOS</b>	—Microsoft Disk Operating System	
40. <b>Modem</b>	- Modulator - demodulator	
41. <b>OS</b>	—Open Source /Operating System	
42. <b>P2P</b>	—Peer-To-Peer	
43. <b>PAN</b>	—Personal Area Network	
44. <b>PC</b>	—Personal Computer	
45. <b>PC DOS</b>	—Personal Computer Disk Operating System	
46. <b>POST</b>	—Power-On Self Test	
47. <b>PSU</b>	—Power Supply Unit	
48. <b>RAM</b>	—Random Access Memory	
49. <b>RGB</b>	—Red, Green, Blue	
50. <b>ROM</b>	—Read Only Memory	
51. <b>ROM-DOS</b>	—Read Only Memory - Disk Operating System	
52. <b>TB</b>	—Terabyte	
53. <b>UPS</b>	—Uninterruptible Power Supply	
54. <b>URI</b>	—Uniform Resource Identifier	
55. <b>URL</b>	—Uniform Resource Locator	
56. <b>USB</b>	—Universal Serial Bus	
57. <b>VGA</b>	- Video Graphics Array	
58. <b>VoIP</b>	- Voice Over Internet Protocol	
59. <b>WAN</b>	—Wide Area Network	
60. <b>WAP</b>	—Wireless Access Point /Wireless Application Protocol	
61. <b>Wi-Fi</b>	—Wireless Fidelity	
62. <b>WLAN</b>	—Wireless Local Area Network	
63. <b>WWW</b>	- World Wide Web	
64. <b>W3C</b>	- World Wide Web Consortium	
65. <b>WYSIWYG</b>	- What You See Is What You Get	

## **HOW TO ANSWER EXAMINATION QUESTIONS**

### ***Answering Objective Questions***

- Do not shade two (2) different answers thinking that the correct one will be marked for you. No, even if the correct answer is among the two shaded ones, you will be marked wrong.
- Avoid shading and erasing over and over again. The machine used for marking the objectives is so sensitive that when it senses the erased answer, it will consider it as the answer. And you should know by now that when two answers are detected, you will be marked wrong.
- So, always shade the answers you are very sure of, then note down and leave the ones you are not sure about. You can always go back to verify the answers before settling on your final answer.  
However, if it happens that you are to erase a shaded answer, make sure to use a good eraser and clean it completely without leaving a trace of shading.
- Use the appropriate pencil to shade your option fully. Make sure that by shading the answer, your shading doesn't extend to the option next to it.

### ***Answering ICT Essay Questions***

- Read all instructions very carefully. There is no need to rush in answering the questions without reading to understand what is required of you. For instance the examiners might state that answer a certain compulsory question, but failure to read instructions can make you skip that particular question.
- Avoid cancellations, knowing very well that the space provided for the answer is not enough.
- Since there is not enough space on the answer sheet, make sure that your handwriting is not too big, so that your answer can fill up the space.
- Avoid the use of abbreviations for your answers. For instance, if your answer is **Compact Disk**, write it in full instead of writing **CD**. Abbreviated answers are marked wrongly.  
Also if an answer is a two-worded phrase, do not write only the first word and leave the other. For example, if your answer is supposed to be **Formatting toolbar** and you write only '**formatting**', you will end up losing the mark.
- When outlining procedures, avoid long sentences and the use of pronouns. Just go straight to the point.
- Read through all your answers to make sure you have selected or written the right answers, before you can think of submitting your paper. If you rush to submit your work without reading through, you might have made a big mistake that wouldn't be aware of.

