NOVEMBER 2013 EXAMINATION

DATE: 12 NOVEMBER 2013

TIME: 09H00 – 11H00
TOTAL: 100 MARKS

DURATION: 2 HOURS
PASS MARK: 40%

(FUNGEN3)

FUNDAMENTALS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF 5 TRUE OR FALSE QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 4 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (20 MARKS)

SECTION C: CONSISTS OF 6 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (50 MARKS)

SECTION D: CONSISTS OF 2 INTERPRETATIVE QUESTIONS
ANSWER ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
TRUE OR FALSE QUESTIONS

Indicate whether the following statements are True or False. Motivate all your answers.

1. Surveys are particularly useful in describing the characteristics of a large population.
2. The term 'population' refers to an example of a number of people that you are questioning or studying.
3. Quantitative data is collected data that measures attributes, such as colour, rank, gender, and so on.
4. A bar graph is a chart where the height of bars represents the frequency.
5. A variable is any quantity that is likely to change. [5 × 2 = 10]
SECTION B: SHORT QUESTIONS (20 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Give three advantages that network computers have for businesses. [3]

QUESTION 2
Identify any four functions of the operating system. [4]

QUESTION 3
You have been requested to move a document in the 'My Documents' folder to a new folder called 'Computer Literacy'.
Outline the steps you would follow in order to do this. [9]

QUESTION 4
List the four ways of saving a document in Word. [4]
SECTION C: LONG ANSWER QUESTIONS (50 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Describe in general how people are communicating with one another. [5]

QUESTION 2
Give any five advantages of effective listening. [5]

QUESTION 3
Change is not always easy to accept. The exploration phase is one of the four phases in the adaption to change.

Describe what happens in the exploration phase. [10]

QUESTION 4
If we want to adapt and thrive in the workplace, we must make ourselves indispensable.

Identify and outline the guidelines for establishing yourself at work and making yourself indispensable. [10]

QUESTION 5
Outline the steps you should follow in order to set up a successful business meeting. [10]

QUESTION 6
Government departments are a valuable source of information.

List any ten other sources of information. [10] [50]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

The source of information will depend on the nature of the information that the investigator needs.

Discuss the factors that the investigator should take into consideration when deciding which source of information to use. [20]

OR

QUESTION 2

(a) When you want to research an issue or predict something, you have to follow logical steps to get the data. We usually refer to this as the research process.

Describe the steps that researchers need to follow in order to gather and organise information. (14)

(b) There are many research methods available to collect data. We can divide the methods of data collection into three broad categories.

Name and describe these three broad categories. (3 × 2 = 6) [20]

Section A: 10 marks
Section B: 20 marks
Section C: 50 marks
Section D: 20 marks
TOTAL: 100 MARKS