# MAY 2019
# Q & A



# ATEC
# LEVEL I

# Contents

EXAMINATION : **ACCOUNTING TECHNICIAN LEVEL I**

SUBJECT : **BOOK-KEEPING AND ACCOUNTS**

CODE : **T.01**

EXAMINATION DATE : **TUESDAY, 7TH MAY 2019**

TIME ALLOWED : **THREE HOURS (9:00 A.M. – 12:00 NOON)**

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## GENERAL INSTRUCTIONS

1. There are **FOUR** questions in this paper.

2. Answer **ALL FOUR** questions.

3. Marks are shown at the end of each question.

4. Show all your workings in your answer book(s).

5. This question paper comprises **7** printed pages.

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## QUESTION 1

(a)     For each of the questions given below, choose the most correct answer among the given four alternatives.  Indicate your answer by writing the appropriate letter **A, B, C,** or **D** in your answer booklet.

(i)     The going concern concept assumes that:
   A. the entity continue running for foreseeable future
   B. the entity continue running until the end of accounting period
   C. the entity will close its operations in 10 years
   D. the entity cannot be liquidated

(ii)    At the end of accounting year as at $31^{st}$ March 2018 an entity overstated its closing stocks by TZS.90,000,000 due to an accounting error.  The effect of this on the cost of goods sold and profit for the year ended $31^{st}$ March 2018 will be:

   A. overstatement of cost of goods sold, understatement of profit
   B. understatement of cost of goods sold, overstatement of profit
   C. overstatement of both cost of goods sold and profit
   D. understatement of both cost of goods sold and profit

(iii)   Gold Company Ltd reports the following information for 2018:

|              | $1^{st}$ January 2018 | $31^{st}$ December 2018 |
|--------------|-----------------------|-------------------------|
|              | TZS.'000'             | TZS.'000'               |
| Assets       | 60,000                | 70,000                  |
| Liabilities  | 12,000                | 14,000                  |

Assuming the capital contribution made by the owners during 2018 was TZS.3 million and withdrawals were TZS. 12 million, the profit for 2018 must have been:

   A. TZS. 12 million
   B. TZS. 14 million
   C. TZS. 16 million
   D. TZS. 17 million

(iv)    The basic sequence in the accounting process can best be described as:

   A. transaction, journal entry, source document, ledger account, trial balance.
   B. source document, transaction, ledger account, journal entry, trial balance.
   C. transaction, source document, journal entry, trial balance, ledger account.
   D. transaction, source document, journal entry, ledger account, trial balance.

(v)    The following details relate to Majaliwa; Non-current assets TZS.60,000,000, Inventory TZS.10,000,000, Bank balance in hand TZS.5,000,000, Loan from Father TZS.8,000,000 and Bank loan for non-current assets TZS.20,000,000.  What is Majaliwa's opening capital?

   A.  TZS. 63,000,000
   B.  TZS. 37,000,000
   C.  TZS. 47,000,000
   D.  TZS. 103,000,000

(vi)   The straight line method of depreciation is the only method that:

   A.  Reflects the usage of the asset in achieving revenues.
   B.  Charges equal amounts over the useful life of the asset.
   C.  Reflects the economic reality of the asset use.
   D.  Permits the asset to be recorded in the statement of financial position at its net book value.

(vii)  During the current year, the assets of Ginola Sole Proprietorship increased by TZS. 29,000,000 and the liabilities decreased TZS. 7,000,000.  If the owner's equity in the business is TZS. 79,000,000 at the end of the year, the Owner's equity at the beginning of the year must have been:

   A.  TZS.57,000,000
   B.  TZS.43,000,000
   C.  TZS.115,000,000
   D.  TZS.101,000,000

(viii) A company which sells its goods on credit should recognize sales when the:
   A.  goods are sent to the customer.
   B.  customer places their order.
   C.  customer pays for the goods.
   D.  customer receives an invoice for the goods.

(ix)   Sylvia is operating as a sole proprietor.  In January, 2019 she purchases for TZS. 5 million some new furniture for her waiting room.  The purchase is made on credit.  The effect of this transaction on the accounting equation is increase in the asset furniture?

   A.  TZS.5 million, increase in the liability accounts payable TZS.5 million.

   B.  TZS.5 million, decrease in the asset accounts receivable TZS.5 million.

   C.  TZS.5 million, increase in equity TZS.5 million.

   D.  TZS.5 million, increase in the asset accounts receivable TZS.5 million.

(x)     A chart of accounts is a:-

    A. planning device used by management to anticipate information flows through the accounting system.
    B. list of accounts receivable.
    C. chart showing the organizational structure of the firm.
    D. plan of the ledger listing account titles and their related numbers.

**(20 marks)**

(b)     For each of the following statements, state whether the statement is true or false. Indicate your answer by writing **"TRUE"** for the correct statement and **"FALSE"** for the incorrect statement in your answer booklet.

(i)     General purpose reports provide information mainly for the use of internal decision makers.

(ii)    Income and expense accounts can be referred to as temporary accounts.

(iii)   Owner's withdrawals are not used to figure of the profit or loss for a business.

(iv)    Cash method of accounting records income in the period earned and expenses in the period incurred.

(v)     An accounting error where sales were overcast and motor vehicle expenses were also overcast is an error of principle.          **(10 marks)**

(c)     Given the following items, you are required to pair each item from **LIST A** with the statement from **LIST B** appropriately. In paring the items, write the letter from list **B** against the corresponding roman number in list **A** in your answer booklet.

   **LIST A**
  i   Cost
  ii   Loss
  iii   Stock
  iv   Land
  v   Consistency

**LIST B**

A.     It makes up a significant portion of retailer's assets.

B.     Accounting methods and procedures shall be followed on uniform basis year after year.

C.     Property, plant and equipment.

D.     Is the amount measured by the current monetary value of economic resources given up or to be given up in consideration of goods or services received or to be received?

E.     Is unplanned cost expiration and decreases in net assets from peripheral or incidental transactions of an entity and from all other transactions and other events and circumstances affecting the entity during a period except those that result from expenses or distribution to owners.          **(10 marks)**

**(Total: 40 marks)**

# QUESTION 2

The debit and credit totals of the following trial balance are unequal as a result of the following errors.

**Errors noted:**

(a)     The balance of cash was overstated by TZS.850,000.

(b)     A cash payment of TZS.3,600,000 was posted as a credit to cash of TZS.6,300,000.

(c)     A debit of TZS.3,000,000 for a cash dividend was posted as a credit to delivery Expense.

(d)     The balance of TZS.8,900,000 in advertising expense was entered as TZS.890,000 in the Trial Balance.

(e)     A credit of TZS.250,000 to accounts receivable was not posted.

(f)     A purchase of TZS.250,000 in supplies was posted as a credit to Supplies.

(g)     The balance of retained earnings was overstated by TZS.1,500,000.

(h)     An insurance policy acquired at cost of TZS.315,000 was erroneously posted as a TZS.135,000 debit to prepaid insurance.

(i)     Rent expense, with a balance of TZS.19,000,000 was omitted from the trial balance.

(j)     A credit of TZS.700,000 in accounts payable was overlooked when determining the balance of the account.

### XYZ Co. Draft Trial Balance as at 31st March 2018 in (TZS. '000')

| | | |
|---|---|---|
| Cash | 27,650 | |
| Accounts receivable | 38,850 | |
| Prepaid insurance | 570 | |
| Supplies | 125 | |
| Accounts payable | | 12,550 |
| Capital stock | | 15,000 |
| Retained earnings | - | 49,525 |
| Dividends | 7,000 | |
| Fees earned | | 158,725 |
| Salary expenses | 123,075 | |
| Advertising expense | 890 | |
| Delivery expense | 950 | |
| Miscellaneous expense | 600 | |
| **Total** | **199,710** | **235,800** |

### REQUIRED:

Identify corrections required and prepare a corrected trial balance as of 31st March of the current year 2018.                                              **(20 marks)**

## QUESTION 3

Julio Daudi is a sole proprietor running a convenient store in Mkuranga, his book keeper has compiled the transactions and presented you with the following trial balance as at 31$^{st}$ December 2017.

| | DR. | CR. |
|---|---|---|
| **Particulars** | TZS. | TZS. |
| Opening capital | | 83,375,000 |
| Creditors | | 2,990,000 |
| Bank | | 2,300,000 |
| Long term loan | | 5,750,000 |
| Sales | | 42,780,000 |
| Purchases | 25,070,000 | |
| Discount allowed | 2,990,000 | |
| Discount received | | 2,070,000 |
| Sales returns | 1,035,000 | |
| Purchases returns | | 1,265,000 |
| Machineries | 56,580,000 | |
| Motor vehicles | 19,550,000 | |
| Fixtures and fittings | 5,520,000 | |
| Opening stock | 5,520,000 | |
| Debtors | 2,185,000 | |
| Cash | 2,875,000 | |
| Drawings | 805,000 | |
| Salaries | 5,520,000 | |
| General expenses | 2,875,000 | |
| Carriage inwards | 1,380,000 | |
| Carriage Outwards | 1,265,000 | |
| Finance costs | 575,000 | |
| Promotion expenses | 4,830,000 | |
| Maintenance costs | 1,955,000 | |
| | **140,530,000** | **140,530,000** |

You are given the following additional information:

Stock as at 31$^{st}$ December 2017 was valued at TZS.4,255,000.

**REQUIRED:**

Prepare the Statement of Profit or Loss and Other Comprehensive Income and the Statement of Financial Position as at 31$^{st}$ December 2017.          **20 marks)**

**QUESTION 4**

(a)     The volume of transactions of all the business houses rose to a great extent and it became clear that the journal was inadequate as the sole book of original entry. It was found advantageous to have separate books for the different activities like purchases.

**REQUIRED:**

Identify and briefly explain the main types of other Journals.          **(10 marks)**

(b)     Record the following transactions in a suitable ruled Purchases Day Book.

March 1          Purchase goods from M/s A. & Co. 20 bales of cotton @ TZS.100,000 per bale, less trade discount @ 5% and cash discount @ 6%.

March 12        Purchased from Madura coats 1,500 metres of cotton fabrics @ TZS.200 per metre, less trade discount @ 10%.

March 25        Purchased from Murshid Silk House 20 bales of silk pieces @ 300,000 per bale, less trade discount @ 5%.          **(10 marks)**
                                                                        **(Total: 20 marks)**

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| EXAMINATION | : | ACCOUNTING TECHNICIAN LEVEL I |
| --- | --- | --- |
| SUBJECT | : | ELEMENTS OF BUSINESS MATHEMATICS AND STATISTICS |
| CODE | : | T.02 |
| EXAMINATION DATE | : | WEDNESDAY, 8$^{TH}$ MAY 2019 |
| TIME ALLOWED | : | THREE HOURS (2:00 P.M. – 5:00 P.M.) |

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## GENERAL INSTRUCTIONS

1.      There are **FOUR** questions in this paper.

2.      Answer **ALL FOUR** questions.

3.      Marks are shown at the end of each question.

4.      You may use simple calculator.

5.      Mathematical tables and graph papers will be provided where needed.

6.      Show clearly all your workings for each answer in your answer book(s).

7.      This question paper comprises **6** printed pages.

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## QUESTION 1

(a)     For each of the questions given below, choose the most correct answer among the four given alternatives.  Indicate your answer by writing the appropriate letter **A**, **B**, **C** or **D** in your answer booklet.

   (i)     Since the population size is always larger than the sample size, then the sample statistic:

   A.  can never be smaller than the population parameter
   B.  can never be zero
   C.  can never be equal to the population parameter
   D.  can never be larger than the population parameter

   (ii)    The sum of the percent frequencies for all classes will always be equal to:

   A.  the number of classes
   B.  100
   C.  1
   D.  10 times the classes

   (iii)   If the variance of a data set is correctly computed with the formula using "n-1" in the denominator, which of the following is true?

   A.  The data set is a population
   B.  The data set is a sample
   C.  The data set is not uniformly distributed
   D.  The data set is uniformly distributed

   (iv)    Which of the following would indicate that a data set is not bell-shaped?

   A.  The range is equal to 5 standard deviations
   B.  The range is larger than the interquartile range
   C.  There are no outliers
   D.  The mean is much smaller than the medium

   (v)     The common difference of the series 1, 0, -1, -2…… is:
   A.  1
   B.  0
   C.  -1
   D.  -2

   (vi)    Any number to the power of zero is always:
   A.  0
   B.  1
   C.  -1
   D.  2

(vii)   A null matrix:
        A.  has each of its elements 1
        B.  has each of its elements 0
        C.  has each of its elements -1
        D.  has all its elements in its leading diagonal 1

(viii)  If f(x) = 2x + 9, and f(a) = 7, then **a** equals to:
        A.  23
        B.  8
        C.  -1
        D.  7

(ix)    An arrangement of finite number of objects taken some or all at a time is called:

        A.  Arithmetic progression
        B.  Combination
        C.  Sequence
        D.  Permutation

(x)     Range in statistics can be defined as:

        A.  the term with highest frequency
        B.  the smallest value in the distribution
        C.  the difference between the highest and lowest data values
        D.  is a data which divide the population into two equal parts

**(20 marks)**

(b)     Given the following items, you are required to pair each item from **LIST A** with the statement from **LIST B** appropriately.  In pairing the items with statements, write the letter from list **B** against the corresponding roman number in list **A** in your answer booklet.

        **LIST A**
        i.    Annuity
        ii.   Bar chart
        iii.  Polygon curve
        iv.   Matrix
        v.    Arithmetic Progression

**LIST B**

A.    Is a graphical device for understanding the behavior of the distribution.

B.    A fund formed by periodically setting aside money for the gradual repayment of a debt or replacement of a wasting asset.

C.    A graph that represents categorical data with rectangular bars with heights proportional to the values that they represent

D.    The reciprocal of arithmetic mean of the reciprocals of the given values.

E.    A series with constant ratio between successive terms.

F.    The rectangular array of numbers arranged in rows and columns.

G.    A sequence of numbers such that the difference between the consecutive terms is constant.

H.    Accurate representation of the distribution of numerical data.

I.    Sequence of periodic payment of equal size at a fixed time at the end of the period or at beginning of the period.

J.    Discrete distribution that has many important practical applications.

**(10 marks)**

(b)    For each of the following statements, state whether the statement is true or false. Indicate your answer by writing **"TRUE"** for the correct statement and **"FALSE"** for the incorrect statement in your answer booklet.

(i)    A sample space is a set of all possible outcomes of an experiment.

(ii)    Marginal cost equals the slope of the quadratic equation.

(iii)    The minimum value of any function is obtained when the slope of the function is positive.

(iv)    Transpose of a matrix is obtained when rows and columns are interchanged.

(v)    The maximum value of a function for example revenue can be obtained when its slope or gradient is negative.    **(10 marks)**
**(Total: 40 marks)**

**QUESTION 2**

(a)  Suppose TZS 100,000 is deposited in a bank whose interest rate is 12% per year, compounded is done quarterly for 7 years.

**REQUIRED:**
Find the amount that the bank owes the investor at the end of 7 years.
**(5 marks)**

(b)  50 residents of the villages have been classified according to the incidence of two diseases (malaria and cholera) and sex (male and female) as shown in the table below:

**REQUIRED:**

|  | **Malaria** | **Cholera** | **Total** |
|---|---|---|---|
| **Male** | 10 | 16 | 26 |
| **Female** | 19 | 5 | 24 |
| **Total** | 29 | 21 | 50 |

(i)  If a person is selected at random from this group and found to be suffering from cholera, find the probability that the person is male.

(ii)  If a person is selected at random from this group; what is the probability that a person is a male or suffering from cholera?  **(5 marks)**

(c)  Solve the following equations:

(i)  $6x^2 - 7x - 5 = 0$

(ii)  $U = 3V$
     $U = 15 - 2V$  **(5 marks)**

(d)  A merchant buys a watch for TZS.6,000 and wants to make a profit of 30% on this cost.  What should be the Selling price?  **(5 marks)**
**(Total: 20 marks)**

**QUESTION 3**

(a)  Line L is perpendicular to line joining points (-3, 2) and (5, 6) and it passes through intersection of the lines $2x - y = 1$ and $3x + 3y = 6$.

**REQUIRED:**

Determine the linear equation of the line L.  **(4 marks)**

(b)  Using Complementary;
   (i)  how can you find the net cost equivalent of 35/20 series discount, and hence

   (ii)  Explain why 35/10/10 is not equal to 35/20?  **(7 marks)**

(c)     The sum of three consecutive positive integer, x – 1, x, and x + 1 is less than 22.

   **REQUIRED:**

   (i)     Write down an inequality for this information?                **(3 marks)**

   (ii)    List the possible values of x                                  **(3 marks)**

 (d)    By using Binomial Theorem, find the coefficient of the $3^{rd}$ term in expansion
        $(a + b)^6$                                                       **(3 marks)**
                                                                          **(Total: 20 marks)**

## QUESTION 4

(a)     Consider the following measurements:

   8, 9, 11, 5, 12, 17, 7, 23, 39, 15

   **REQUIRED:**

   Calculate measures of Central Tendency; Mean, Medium and Mode.
                                                                          **(5 marks)**

(b)     At what rate will a man get a simple interest of TZS.1,071 on a principal of
        TZS.2,550 in 3 years?                                            **(5 marks)**

(c)     Suppose you deposit TZS.900,000 per month into an account that pays 4.8%
        interest, compounded monthly.

   **REQUIRED:**

   How much money will you have after 9 months?                          **(5 marks)**

(d)     From January to June 2009, 46,200 immigrants applied for citizenship.  During the
        same period in 2008, 120,000 immigrants applied.

   **REQUIRED:**

   What is the percentage of decrease in the applications between the two periods?
                                                                          **(5 marks)**
                                                                          **(Total: 20 marks)**

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| EXAMINATION | : | ACCOUNTING TECHNICIAN LEVEL I |
|---|---|---|
| SUBJECT | : | INTRODUCTION TO INFORMATION AND COMMUNICATION TECHNOLOGY |
| CODE | : | **T.03** |
| EXAMINATION DATE | : | **THURSDAY, 9TH MAY 2019** |
| TIME ALLOWED | : | **THREE HOURS (9:00 A.M. – 12:00 NOON)** |

## GENERAL INSTRUCTIONS

1. There are **FOUR** questions in this paper.

2. Answer **ALL** questions.

3. Marks are shown at the end of each question.

4. In marking candidate's answer script, examiners will take into account clarity of exposition, logic arguments, paper arrangement and presentation of answers together with the use of relevant examples.

5. This question paper comprises **5** printed pages.

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## QUESTION 1

(a) For each of the questions given below, choose the most correct answer among the four given alternatives. Indicate your answer by writing the appropriate letter **A**, **B**, **C** or **D** in your answer booklet.

(i) Which list among the following are examples of web browsers used for viewing web pages?

    A. Internet Explorer (IE), Firefox and Chrome
    B. Facebook, Safari, Opera and Firefox
    C. Google, Internet Explorer (IE) and Firefox
    D. Google+, Safari, Opera and Firefox

(ii) Which one among the following does not refer to the most common types of internet addresses?

    A. IP addresses (uniquely identifies a computer on the Internet).
    B. Domain names (uniquely identifies devices on the Internet).
    C. Hypertext Transfer Protocol (http://) (to identify Web pages).
    D. E-mail addresses (to identify people).

(iii) Which of the following memory does the processor mostly use during processing?
    A. Registers
    B. ROM
    C. Hard disk
    D. RAM

(iv) An e-mail address should have the following form:
    A. domain@server.user
    B. user@server.domain
    C. username.server.domain
    D. user@domain.server

(v) A wireless technology built in electronic gadgets used for exchanging data over short distances is known as:
    A. Bluetooth
    B. Wifi-fidelity
    C. Modem
    D. USB

(vi) Which of the following is an example of a function for a spreadsheet application?
    A. SUM(A1:A2)
    B. =A1+A2
    C. =SUM(A1:A2)
    D. A1+A2

(vii)   Which of the following can be used for quick access to commonly used commands and tools?
A.  Status bar
B.  Tools bar
C.  Menu bar
D.  Title bar

(viii)  Concatenation is to:
A.  join two or more cells
B.  jump a cell in microsoft-excel
C.  reduce values in a cell
D.  join text values into a single string

(ix)    BCC in email stands for:
A.  blind carbon copy
B.  bringing carbon copy
C.  bluetooth connection copy
D.  bluetooth carbon copy

(x)     Intranet and internet differ in a sense that:
A.  Intranet is international and internet is extra mile connections.
B.  Internet is within network while Intranet is within communication.
C.  the Internet is an open, public space, while an Intranet is designed to be a private space.
D.  the previous is network and the later is telecommunication.

(xi)    The two basic types of record access methods are:
A.  sequential and random
B.  sequential and indexed
C.  direct and immediate
D.  online and realtime

(xii)   Which of the following is true about a network structure?
A.  It is physical representation of the data.
B.  It allows a many-to-many relationship.
C.  It is conceptually simple.
D.  It will be dominant data base of the future.

(xiii)  Electronic spreadsheet is also known as:
A.  data processor.
B.  word processor.
C.  presentation package.
D.  graph presentation software.

(xiv)   In a supermarket, which of the following can be used in its computerized system?
A. Pen
B. Pencil
C. Bar code reader
D. Marker pen

(xv)    By default, your document print is in ….. mode.
A. landscape
B. portrait
C. page setup
D. print view                                            **(30 marks)**

(b)     For each of the following statements, state whether the statement is true or false.
Indicate your answer by writing **"TRUE"** for the correct statements and **"FALSE"**
for the incorrect statements in your answer booklet.

(i)     It is not possible to insert an excel sheet in a word document.

(ii)    Enterprise Resource Planning (ERP) is an example of single user database.

(iii)   Online classifieds are good examples of consumer-to-consumer e-commerce
model.

(iv)    Digital transmission is more prone to noise interference than analog
transmission.

(v)     A terabyte is equal to 1 million gigabytes.
**(10 marks)**
**(Total: 40 marks)**

## QUESTION 2

(a)     Contrast 'off-the-shelf software' from 'tailor made software,.          **(4 marks)**

(b)     With examples on each, distinguish word processing software from spreadsheet
software.                                                             **(4 marks)**

(c)      Database Management System (DBMS) is a software system that enables users to
define, create, maintain and control access to the database.

**REQUIRED:**

Briefly explain any four components of the DBMS environment.           **(6 marks)**

(d)     When using Microsoft-Access, various data relationship can be formed.

**REQUIRED:**

Justify this by indicating the three types of data relationship which can be built in any Database Management System (DBMS).                **(6 marks)**
**(Total: 20 marks)**

**QUESTION 3**

(a)     With examples on each, define the following terms:

      (i)     Computer hardware

      (ii)    Computer software

      (iii)   Operating system

      (iv)    E-Commerce                                        **(4 marks)**

(b)     Give four differences between computer software and computer hardware.
**(4 marks)**

(c)     State four points to mark relationship between Computer hardware and software in terms of how they operate.                **(4 marks)**

(d)     State four major activities of E-Commerce.                **(2 marks)**

(e)     Explain the three (3) major types of E-Commerce.                **(6 marks)**
**(Total: 20 marks)**

**QUESTION 4**

(a)     Nowadays computer networks are inevitable in whichever accounting operations. When in need of implementing a network, there are basic things you must put into considerations.

      (i)     Define a "computer network".                **(2 marks)**

      (ii)    Categorize the three main types of computer network.                **(6 marks)**

      (iii)   Identify four considerations to take when choosing a transmission media.
**(8 marks)**

(b)     State four ways used to get internet connection.                **(4 marks)**
**(Total: 20 marks)**

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| EXAMINATION | : | ACCOUNTING TECHNICIAN LEVEL I |
|---|---|---|
| SUBJECT | : | BUSINESS COMMUNICATION SKILLS |
| CODE | : | T.04 |
| EXAMINATION DATE | : | FRIDAY, 10TH MAY 2019 |
| TIME ALLOWED | : | THREE HOURS (9:00 A.M. – 12:00 NOON) |

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## GENERAL INSTRUCTIONS

1.      There are **SIX** questions in this paper.

2.      Answer **ALL** questions.

3.      Read carefully the instructions shown on each question.

4.      Answers should be clearly and neatly written.

5.      Marks are shown at the end of each question.

6.      This question paper comprises **8** printed pages.

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**QUESTION 1**

(a) **COMPREHENSION**

**Read the passage below and then answer the questions after it.**

A job interview is a type of employment test that involves a conversation between a job applicant and representative of the employing organization. Interviews are one of the most popularly used devices for employees' selection. Interviews vary in the extent to which the questions are structured, from totally unstructured and free-wheeling conversation; to a set list of questions each applicant is asked. If you are like most job seekers you have be thinking, you will just throw on a decent outfit that morning, show up on time, and win it. That's fine, if your goal is to be like most job seekers. If you had prefer to stand out from the crowd, read on.

Preparation is the key to mastering a job interview. Plan ahead, organize your thoughts and materials, and follow these steps to ensure you are well prepared to present yourself in the best possible light: First, know yourself and how your skills match up with the position. Be prepared to go into more detail on anything the interviewer brings up from your CV. Refresh your memory about all your past work experiences. Think of stories that illustrate your ability to solve problems like the ones this employer might have. Secondly, make sure you are very clear on what you can bring to the Company. Prepare a few talking points to address how your skills and background may help the employer address a critical area. Don't focus on what you have done in the past; frame your responses in terms of what you can do for the new employer.

Thirdly, research the Company beforehand. Check out the employer's web site and become more familiar with its business model, the market(s) in which it competes and (if the Company is public) its recent financial performance. Do a web search for articles or blogs that mention the Company, either in a positive or negative light. Some web-sites even feature employee critiques of Companies. Fourthly, dress neatly and conservatively. You want to project the best possible image of yourself, so plan and prepare a neat, businesslike outfit. You can't go wrong with a business suit. Even if the Company has explicitly stated that it's a "business casual" workplace, stick with the suit. An interview is not the time to express your unique fashion sense; it's the time to show you know when it's time to follow the rules and traditions of business.

Fifth, gather your supplies. Never go to a job interview without a pen, paper, and two or three extra copies of your CV. Many Companies will ask you to fill out an application for their records when you arrive. You should consider bringing a summary sheet with Company addresses that you will need for the application but do not appear on your resume, which you can attached to the application and save a lot of needless writing. Also bring a list of about three references in case they ask for them, as well as any work samples, letters of recommendation, or other items that will help you make your case. Lastly, arrive a few minutes early. Arrive for the interview about 10 minutes ahead of schedule. Arriving early sends a message that you're reliable and that you respect the interviewer's time. It also gives you time to fill out the aforementioned application or freshen up in the restroom before the interview begins.

**REQUIRED:**

(i) Suggest the title for the passage above. **(2 mark)**

(ii) Summarize the passage above in not more than 150 words. **(8 marks)**

(b) "… in the previous week, we have received twenty two customers. Twenty of who are given service to their satisfaction whereas two of them are requested to wait for the head of department to come back from his official trip. On average, last week we are receiving 18 customers each working day. Therefore last week we were able to service two customers"

**REQUIRED:**

Identify and correct the errors in the extract report above. **(10 marks)**
**(Total: 20 marks)**

## QUESTION 2

(a) **Change the verbs in the brackets into correct form. Use the instructions given at each sentence:**

(i) I …….(become) the resident expert on repairing the copy machine. *(change into present perfect)*

(ii) She……..(know) how to conduct an audit when she came to work for us. *(change into past tense)*

(iii) Since Joan was promoted, she……………(move) all the files to her office. *(change into past perfect)*

(iv) Next week, call John to tell him what you…………………………… (do). *(change into future perfect)*

(v) By the time you finish the analysis, he…….(return) from his vacation. *(change into future perfect)* **(5 marks)**

(b) **Fill in the appropriate form of the adjective that appears in the brackets:**
(i) Our service is………………………..(good) than theirs.
(ii) Of the two products, this one has the ……………..(great) potential.

(iii) Here is the ………………… (interesting) of all the ideas I have heard so far.

(iv) This situation is ………………………… (bad) than previous.

(v) The …………………………... (hard) part of my job is firing employees?

**(5 marks)**

**(c)** **On your answer sheet, write the correct form of the items in the brackets making sure you produce a correct sentence.**

(i) The suspects are …….. interviewed now (be)

(ii) Hellen cut…………on the palm (her)

(iii) Lucas is the…………student in his class (bad)

(iv) The Rector…………to the college every morning (walk)

(v) The girls……..their uniforms now. (wash)

(vi) They are leaving because they…….their exams. (finish)

(vii) The students………..exams since Monday. (do)

(viii) The children………..the cake yesterday. (eat)

(ix) My father………..when he saw you jogging. (drive)

(x) Maria's friend promised……her next weekend. (visit)

**(5 mark)**

**(d)** **Fill the blanks with the correct pronouns:**

(i) City securities has just announced………….it will hire as a CEO

(ii) The Manager and Director of the Company have told……..clients about the new program.

(iii) The Board of Directors has chosen………………officer.

(iv) Few of the sales representatives turn in ………….reports of time.

(v) Each leader plans to expand………..sphere of control next year.

**(5 marks)**
**(Total: 20 marks)**

## QUESTION 3

(a) Give four (4) reasons why some advertisements are characterized by poor quality.

**(8 marks)**

(b) You are a business person who has introduced new food products in your enterprise.

**REQUIRED:**

Write a good advertisement for such products. **(2 marks)**
**(Total: 10 marks)**

**QUESTION 4**

(a)     As a Human Resources Officer, write a memo to your fellow workers informing them that you will not be at your working   station   for   one   month   and   your responsibilities will be assumed by your deputy Peter Joseph.          **(4 marks)**

(b)     List and explain briefly essential parts of a Curriculum Vitae (CV).        **(5 marks)**

(c)     Give two examples for each of the following:
        (i)     Yes/No questions                                                                  **(1 mark)**
        (ii)    Commands                                                                          **(1 mark)**
        (iii)   Exclamation sentences                                                             **(4 marks)**
                                                                                          **(Total: 15 marks)**


**QUESTION 5**

(a)     Briefly illustrate five strategies that may help a student to take notes effectively from a lecture.          **(5 marks)**

(b)     Exemplify the five strategies a persuasive speaker must combine in the preparation and presentation of the speech so as to persuade his/her audience effectively.
                                                                                          **(6  marks)**

(c)     Audience analysis is one of crucial initial stages of business presentation.

        **REQUIRED:**

        Briefly explain four levels of audience analysis you should adhere to in this regard.
                                                                                          **(4 marks)**
                                                                                          **(Total: 15 marks)**

## QUESTION 6

(a)    For each of the questions given below, choose the most correct answer among the four given alternatives.  Indicate your answer by writing the appropriate letter **A, B, C** or **D** in your answer booklet.

(i)    One of the following is not a characteristic of a good power point presentation:

A.    Better accessible
B.    Inflexible
C.    Easy to use
D.    Minimum error.

(ii)    The method of using visual tools in order to organize notes is known as:

A.    reduction
B.    schematizing
C.    topicalizing
D.    abbreviation

(iii)    The process of discarding that is not essential and is unnecessary during summarizing is:

A.  selection
B.  substitution
C.  synthesis
D.  rejection

(iv)    The kind of reading that involves a person reading rapidly going through the material with a view of finding specific piece of information is known as:

A.  Intensive reading
B.  Speed reading
C.  Skimming
D.  Scanning

(v)    One of the following is not a feature of a good map:

A.  Handy references
B.  Identification of information area-wise
C.  Change frequently
D.  Have sections with different colours, lines signs and textures.

(vi)      Asha wrote a business report and submitted to her Director. The Director found the part of abstract she mentioned and thanks people who helped in preparing the report, then the Director returned to her for correction. Which part of the report could be corrected?

        A. Executive summary
        B. Recommendation
        C. Bibliography
        D. Acknowledgement

(vii)      Which of the following skills are demonstrated by an effective reader?

        A. Comprehending
        B. Interpreting
        C. Evaluating
        D. Analysing

(viii)      The leaders……………… on working hard since last year.

        A. has insisted
        B. have been insisting
        C. are insisting
        D. had been insisting

(ix)      The following are means of written communication except one:

        A. Report
        B. Letter
        C. Speech
        D. Memo

(x)      We have bought <u>four</u> cars within this year. Which part of the speech is the underlined word?

        A. Noun
        B. Adverb
        C. Adjective
        D. Pronoun

**(10 marks)**

(b)     For each of the following statements, state whether the statement is true or false. Indicate your answer by writing **"TRUE"** for the correct statement and **"FALSE"** for the incorrect statement in your answer booklet.

   (i)     A complex sentence has two or more independent clauses, usually joined by a conjunction or by punctuation.

   (ii)    The bar charts is useful for in case of comparing data because of presence of bars with different colours and textures.

   (iii)   The style of a proposal is persuasive like of a sales letter.

   (iv)    The subject of a sentence is the person or thing affected by the action described in the verb.

   (v)     Extemporaneous speech is the method where presenter carefully plans in advance and has a delivery that is spontaneous.          **(5 marks)**

(c)     Given the following items, you are required to pair each item from **LIST A** with the item from **LIST B** appropriately.  In pairing the items, write the letter from **List B** against the corresponding Roman number in **List A** in your answer booklet.

**LIST A**

   (i)     Persuasion
   (ii)    Motivational appeals
   (iii)   Emotional appeals
   (iv)    Logical appeals
   (v)     Credibility

**LIST B**

   A.     Using verbal and nonverbal messages to shape, influence, reinforce and changing people's behavior and responses.
   B.     Using internal physical and mental as well as external force to regulate audience's behaviour.
   C.     Attempting to persuade an audience by influencing their attitude and feelings.
   D.     Using propositions and evidence to persuade an audience.
   E.     Audience's perception of speaker's effectiveness in persuasive presentation.
   F.     Speaker's propositions, justifications and evidence.

**(5 marks)**
**(Total: 20 marks)**

_____ ▲ _____

# SUGGESTED SOLUTIONS
## T.01 – BOOKKEEPING AND ACCOUNTS
### MAY 2019

**ANSWER 1**

(a)  (i)   A      (vi)   B
     (ii)  B      (vii)  B
     (iii) D      (viii) D
     (iv)  D      (ix)   A
     (v)   C      (x)    D

(b)  (i)   FALSE
     (ii)  TRUE
     (iii) TRUE
     (iv)  FALSE
     (v)   FALSE

(c)  (i)   D
     (ii)  E
     (iii) A
     (iv)  C
     (v)   B

**ANSWER 2**

Corrections required: (all figures are in TZS'000)

(a)  Decrease cash balance by 850
(b)  Increase cash balance by 2,700
(c)  Increase dividend figure by 3,000 and Delivery Expense by 3,000
(d)  Increase the Advertising Expense figure by 8,010 (to 8,900)
(e)  Reduce the figure of accounts receivable by 250
(f)  Increase the figure of Supplies by 500
(g)  Reduce the figure of Retained Earnings by 1,500
(h)  Increase the figure of Prepaid Expenses by 180
(i)  Rent Expense should be included at 19,000
(j)  Increase the figure of accounts payable by 700

## JOURNAL ENTRIES *[NOT REQUIRED]*

|     |                    | DR. TZS. "000" | CR. TZS. "000" |
|-----|--------------------|----------------|----------------|
| (a) | Suspenses          | 850,000        |                |
|     | Cash               |                | 850,000        |
| (b) | Cash               | 2,700          |                |
|     | Suspenses          |                | 2,700          |
| (c) | Dividend           | 3,000          |                |
|     | Delivery Expenses  | 3,000          |                |
|     | Suspenses          |                | 6,000          |
| (d) | Advertising expenses | 8,010        |                |
|     | Suspenses A/C      |                | 8,010          |
| (e) | Suspenses          | 250            |                |
|     | Account receivable |                | 250            |
| (f) | Supplies           | 500            |                |
|     | Suspenses          |                | 500            |
| (g) | Retaining earning  | 1,500          |                |
|     | Suspenses          |                | 1,500          |
| (h) | Prepaid Insurance  | 180            |                |
|     | Suspenses          |                | 180            |
| (i) | Rent A/C           | 19,000         |                |
|     | Suspenses A/C      |                | 19,000         |
| (j) | Suspense A/C       | 700            |                |
|     | Account Payable    |                | 700            |

**Trial Balance (TZS'000')**

| | | |
|---|---|---|
| Cash | 29,500 | |
| Accounts Receivable | 38,600 | |
| Prepaid Insurance | 750 | |
| Supplies | 625 | |
| Accounts Payable | | 13,250 |
| Capital Stock | | 15,000 |
| Retained Earnings | | 48,025 |
| Dividends | 10,000 | |
| Fees Earned | | 158,725 |
| Salary Expense | 123,075 | |
| Rent Expense | 19,000 | |
| Advertising Expense | 8,900 | |
| Delivery Expense | 3,950 | |
| Miscellaneous Expense | 600 | |
| **Total** | **235,000** | **235,000** |

## ANSWER 3

(a)

**Julio Daudi**
**Income Statement for the year ended 31$^{st}$ December 2017**

| | TZS. | TZS. |
|---|---|---|
| Sales | | 42,780,000 |
| Sales Return | | (1,035,000) |
| Net Sales | | 41,745,000 |
| **Less:** Cost of sales | | |
| Opening stock | 5,520,000 | |
| Purchases | 25,070,000 | |
| Carriage Inwards | 1,380,000 | |
| Purchases returns | (1,265,000) | |
| Net purchases | 25,185,000 | |
| Cost of goods available for sale | 30,705,000 | |
| Closing stock | (4,255,000) | |
| Cost of sales | | (26,450,000) |
| Gross Profit | | 15,295,000 |
| Discount received | | 2,070,000 |
| | | 17,365,000 |
| Operating Expenses | | |
| Salaries | 5,520,000 | |
| General expenses | 2,875,000 | |
| Carriage Outwards | 1,265,000 | |
| Finance costs | 575,000 | |
| Promotion expenses | 4,830,000 | |
| Maintenance expenses | 1,955,000 | |
| Discount allowed | 2,990,000 | |

| | |
|---|---|
| Total expenses | (20,010,000) |
| Loss for the year | (2,645,000) |

**Julio Daudi**
**Statement of Financial Position as at 31ˢᵗ December 2017**

| Non-Current Assets | TZS. |
|---|---|
| Machineries | 56,850,000 |
| Motor Vehicles | 19,550,000 |
| Fixtures and fittings | 5,520,000 |
| | **81,650,000** |
| **Current Assets** | |
| Stock | 4,255,000 |
| Debtors | 2,185,000 |
| Cash | 2,875,000 |
| | **9,315,000** |
| **Total Assets** | **90,965,000** |
| **Capital and Liabilities** | |
| Capital | |
| Capital as at 1ˢᵗ January 2017 | 83,375,000 |
| Loss for the year | (2,645,690) |
| Drawings | (805,000) |
| Capital as at 31ˢᵗ December 2017 | 79,925,000 |
| **Non-Current Liabilities** | |
| Bank loan | 13,225,000 |
| **Current Liabilities** | |
| Creditors | 2,990,000 |
| Bank overdraft | 2,300,000 |
| | **5,290,000** |
| **Total Capital and Liabilities** | **90,965,000** |

**ANSWER 4**

(a) The main types of Journals are:
- Cash Book          -   It records all transactions in cash or by cheques
- Purchases Day Book   -   It records all transactions relating to goods purchased on credit.
- Sales Day Book       -    It records all transactions relating to goods sold on credit
- Bills receivable Books -   It records entries regarding bills receivables the details of bills are given in this book.
- Purchases Return Book-   It records return of goods to suppliers
- Sales Return Book     -    It records return of goods by the customers
- Journal proper/General Journal – Book of original entry (simple journal) in which miscellaneous transactions which do not fit in any specific books above are recorded. For a business with a very small number of transactions, it may suffice to have only this journal.

**(b) Purchases Day Book**

| Date | Particulars | Inward Invoice No. | LF | Details TZS | Total TZS |
|---|---|---|---|---|---|
| March 1 | **M/s A & Co.**<br>20 bales of cotton @ TZS 100,000 per bale<br>**Less:** Trade Discount @ 5% | | | 2,000,000<br><br>100,000 | 1,900,000 |
| March 12 | **Madura Coats**<br>1,500 metres of cotton fabrics @ TZS 200 per metre<br>**Less:** Trade Discount @ 10% | | | 300,000<br><br>30,000 | 270,000 |
| March 25 | **Murshid Silk House**<br>20 bales of silk pieces @ TZS 300,000 per bale<br>**Less:** Trade Discount @ 5% | | | 6,000,000<br><br>300,000 | 5,700,000 |
| | | | | | 7,870,000 |

**Alternatively,** the trade discount details may be shown as workings as follows

**Purchases Day Book**

| Date | Particulars | Inward Invoice No. | LF | Total Amount TZS |
|---|---|---|---|---|
| March 1 | M/s A & Co. | | | 1,900,000 |
| March 12 | Madura Coats | | | 70,000 |
| March 25 | Murshid Silk House | | | 5,700,000 |
| | | | | 7,870,000 |

**Working:**

| | | | |
|---|---|---|---|
| (i) | 20 bales of cotton @ TZS.100,000 | = | 2,000,000 |
| | **Less:** Trade Discount | | |
| | 5% x 2,000,000 | = | 100,000 |
| | Total | | 1,900,000 |
| | | | |
| (ii) | 1,500 metric of cotton fabrics @ TZS.200 | = | 300,000 |
| | **Less:** Trade Discount: 10% x 300,000 | = | 30,000 |
| | | | 270,000 |
| | | | |
| (iii) | 20 bales of silk pieces @ TZS.300,000 | = | 6,000,000 |
| | **Less:** Trade discount: 5% x 6,000,000 | = | 300,000 |
| | | | 5,700,000 |

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# SUGGESTED SOLUTIONS
## T.02 – ELEMENTS OF BUSINESS MATHS AND STATISTICS
## MAY 2019

### ANSWER 1

(a)
| | |
|---|---|
| (i) | Can be smaller, larger r equal to the population parameter |
| (ii) | B |
| (iii) | B |
| (iv) | D |
| (v) | C |
| (vi) | B |
| (vii) | B |
| (viii) | C |
| (ix) | D |
| (x) | C |

(b)
| | |
|---|---|
| (i) | I |
| (ii) | C |
| (iii) | A |
| (iv) | F |
| (v) | G |

(c)
| | |
|---|---|
| (i) | TRUE |
| (ii) | FALSE |
| (iii) | FALSE |
| (iv) | TRUE |
| (v) | FALSE |

### ANSWER 2

(a)  Given data are as follows:  Principal amount (P) = 100,000/=.  Interest rate per year is 12%. Duration t = 7 years.  Since the compounding is made quarterly conversion process should be applied:  thus in this case; number of compounding periods is:

n = 7 x 4 = 28. Interest rate per period is $r = \dfrac{12\%}{4} = 3\%$

Therefore, the amount that the bank owes the investors is:
$$A = P(1 + r)^{n} = 100,000(1 + 3\%)^{28} = 228,792.7676$$
Hence the amount required is TZS.228,792.80

(b)  Given the distribution:
Let A be the event that a person is suffering from Cholera and B be the event that is male.  It is required the probability of both events: that is

(i)
$$P(A \cap B) = \frac{n(A \cap B)}{n(A)} = \frac{16}{50} = \frac{8}{25} \quad \text{or 0.32 0r 32\%}$$

(ii)  Probability that a person is a male or suffering from Cholera is
$P(A \cup B) = P(A) + P(B) - P(A \cap B)$ . Since the event are mutually inclusive. Thus we have:
$$P(A \cup B) = P(A) + P(B) - P(A \cap B) = \frac{21}{50} + \frac{26}{50} - \frac{16}{50} = \frac{31}{50} = 0.62$$

(c)  Solving

(i)      $6x^2 - 7x - 5 = 0 \Rightarrow 6x^2 + 3x - 10x - 5 = 0$

$$(3x - 5)(2x + 1) = 0 \Rightarrow x = \frac{5}{3}, \frac{-1}{2}$$

(ii)     $U = 3V$ ……………..1
$U = 15 - 2V$ ……….. 2

Substitute 1 in 2

$3V = 15 - 2V \Rightarrow 5V = 15$

Hence, $V = 3$

Substitute $V = 3$ in 1 we have $U = 3 \times 3 = 9$

(d)  Let $x$ represent the selling price in TZS.  Since x is 130% of the cost price, then

$$\frac{x}{6000} = \frac{130}{100}$$

Or  $6000 \times \frac{x}{6000} = \frac{130}{100} \times 6000$

$x = 7,800/=$

Thus the selling price should be TZS.7,800/=

**Alternative Solution**
Future value  =  PV(1 + r)

=  $6,000\left(1 + \dfrac{30}{100}\right)$

=  $6,000(1.3)$

=  TZS.7,800/=

**ANSWER 3**

(a)  Line L is perpendicular to line joining points (-3, 2) and (5, 6) and it passes through intersection of the lines $2x - y = 1$ and $3x + 3y = 6$.  Determine the linear equation of the line L.

$$\frac{\Delta y}{\Delta x} = \frac{6 - 2}{5 - (-3)} = \frac{4}{8} = \frac{1}{2}$$

The gradient of line L = $m_1 m_2 = -1 \Rightarrow \frac{1}{2} m_2 = -1 \Rightarrow m_2 = -2$

Point of intersection = 1, 1

$2x - y = 1$
$3x + 3y = 6$      $\Rightarrow$  x $= 1$,  y $= 1$

$$\frac{y - y_1}{x - x_1} = \frac{y - 1}{x - 1} = -2$$
$$y - 1 = -2x + 2$$
$$y + 2x - 3 = 0$$
$$\Rightarrow \quad y = -2x + 3 \bullet$$

_____

(b)  Using Complementary, how can you find the net cost equivalent of 35/20 series discount, and hence explain why?

35/10/10 is not equal to 35/20?

**Complement:**  With respect to trade discount, complement is a percentage that when added to a given discount 100% is obtained.
**Given discount 35/20**
**So:**
Discount 35/20
Complement 65% or 0.65 and 80% or 0.80
Net Cost Equivalent = 0.65 x 0.80
                    **= 0.52**

Now Consider 35/10/10/
Discount for 35/10/10
Complements are 0.65, 0.90, 0.90
Net Cost Equivalent = 0.65 x 0.90 x 0.90
                    **= 0.5265**

We find that 0.52 not equal to 0.5265
Hence 35/10/10 not equal to 35/10

(c) The sum of three consecutive positive integer, x – 1, x, and x + 1 is less than 22

    (i)    Write down an inequality for this information
          $(X - 1) + X + (X + 1) < 22$
          $3X < 22$
          $X < 7.3323$

    (ii)    $(X - 1) + X + (X + 1) < 22$
          $3X < 22$
          $= (2, 3, 4, 5, 6, 7)$

(d) Using Binomial Theorem, find the coefficient of $3^{rd}$ term in expansion $(a + b)^6$
    Let $3^{rd}$ term $= r^{th}$ term
    Then $r - 1 = 2$
    Coefficient $^{n}C_{1-1} = {}^{6}C_{2}$
                   $= 15$


## ANSWER 4

(a) Mean:

$$\bar{X} = \frac{\sum X}{n} \quad \text{Where} \quad Xi's \text{ are observed values}$$

$$= \frac{8 + 9 + 11 + 5 + 12 + 17 + 7 + 23 + 39 + 15}{10}$$

$$= \frac{146}{10} = \underline{14.6}$$

Median:
Arrange the data in increasing magnitude i.e. 5, 7, 8, 9, 11, 12, 15, 17, 23, 39

The median lies between the $5^{th}$ and $6^{th}$ value $= 11.5$

$$\text{i.e} \quad \frac{11 + 12}{2} = \frac{23}{2} = \underline{11.5}$$

Mode: Not applicable since each value <u>occurs only once</u>.

(b)  Given:
Principal,  P = 2,550,  I = 1,071      time = 3 years
R  is needed:
  From:             $I = \dfrac{PRT}{100}$

$$1071 = \dfrac{2550 \times 3 \times R}{100}$$

$$\Rightarrow R = \dfrac{1{,}071 \times 100}{2{,}550 \times 3}$$

Rate is 14%

Alternatively,

$$I = PRT$$

$$R = \dfrac{I}{PT} = \dfrac{1071}{2{,}550 \times 3} \times 100\% = 14\%$$

(c)  About knowing how much we will have in the future; use a formula for the future volume of a sinking fund

$$FV = PMT\,\dfrac{(1+i)^{n} - 1}{i}$$

where $i = \dfrac{0.048}{12} = 0.004$ and $n = 12\left(\dfrac{9}{12}\right)$

$$= \; 9 \text{ months}$$
$$= \; \dfrac{9}{12} \text{ of a year}$$

$$FV = 900{,}000 \times \dfrac{(1 + 0.004)^{9} - 1}{0.004}$$

$$= \; 900{,}000 \times \dfrac{(1 + 0.004)^{9} - 1}{0.004}$$

$$= 8{,}230{,}817$$

∴  There will be TZS. 8,230,817 in the account after 9 months

(d)  The solution is getting:

$$\dfrac{(120{,}000 - 46{,}200) \times 100}{120{,}000}$$

$$= \; 61.5\%$$

**Alternatively,**
Given:   Immigrant in 2008   =   120,000
                 In 2009   =   46,200
What is the percentage of decrease
Let, Immigrant of 2008 be the base year point i.e.
An Index of Immigration =   Immigration in 2009 x 100%
     in 2009                              Immigration in 2008


            =   46,200 x 100%
                 120,000
            =   38.5%


**Note:**   Since Immigration in 2008 was about 100% but in 2009 is about 38.5%

⇨ Thus the percentage of decrease of Immigration is given as
            100% - 38.5% = 61.5%


_____  ▲  _____

# SUGGESTED SOLUTIONS
## T.03 – INTRODUCTION TO INFORMATION AND COMMUNICATION TECHNOLOGY
## MAY 2019

## ANSWER 1

**(a)**

| | | | | | |
|---|---|---|---|---|---|
| (i) | A | (vi) | C | (xi) | A |
| (ii) | C | (vii) | B | (xii) | B |
| (iii) | D | (viii) | D | (xiii) | A |
| (iv) | B | (ix) | A | (xiv) | C |
| (v) | A | (x) | C | (xv) | B |

**(b)**

| | | | |
|---|---|---|---|
| (i) | False | (iv) | False |
| (ii) | False | (v) | False |
| (iii) | True | | |

## ANSWER 2

(a)   Off-the-shelf software is a software which is ready-made and available at the shop for any needy person to purchase.

While

Tailor-made software is software made specifically for the need of a particular customer according to various wishes or requirements (specifications) s/he provided.

(b)   Word Processing software is the application software used for word document processing such as letters, memo, reports, novels, or articles.  It may be thought of as a collection of text, although it may include embedded graphics, tables, and even spreadsheets. An example of word processor is MS-Word application.

Spreadsheet software – is the application programs used to process numbers and formulas.  Spreadsheets allow users to enter numeric data into a document known as a "workbook" and calculate this data using formulas and "what if" scenarios. An example of spreadsheet software is MS-Excel application.

(c)   Four components of the DBMS environment
  - **Hardware**
    The DBMS and the applications require hardware to run. The hardware can range from a single personal computer, to a single mainframe, to a network of computers.

- **Software**
  The software component comprises the DBMS software itself and the application programs, together with the operating system, including network software if the DBMS is being used over a network.

- **Data**
  Perhaps the most important component of the DBMS environment, certainly from the end-users' point of view, is the data.

- **Procedures**
  Procedures refer to the instructions and rules that govern the design and use of the database.

- **People**
  Is the final component, comprising those who interact with the system in various privileges.

(d)  - One to One Relationship
   - Connect one entity to one other entity
  - One to many Relationship
   - Connect one entity to one or more entities.

  - Many to many Relationship
   - Many entities connect to many other entities


## ANSWER 3

(a)  With examples on each define the following terms:

 (i)  **Computer hardware**
  Hardware represents the physical and tangible components of a computer, i.e. the components that can be seen and touched.

  Examples of Hardware components are the following:
  - **Input devices –** keyboard, mouse, etc.
  - **Output devices –** printer, monitor, etc.
  - **Internal components –** CPU, motherboard, RAM, etc.
  - **Storage devices –** Hard disks, CDS, DVDs, Flash memory etc.

 (ii)  **Computer software**
  Software is a set of programs, designed to perform a well-defined function. A program is a sequence of instructions written to solve a particular problem.

  There are two types of software:
  - System Software
  - Application Software

(iii) **Operating System**

An operating system (OS) is a collection of software that manages computer hardware resources and provides common services for computer programs. The operating system is a vital component of the system software in a computer system. Examples: windows OS, Linux, MCOS etc.

(iv) **E-Commerce**

Electronic commerce or simply e-commerce is normally a process that involves facilitating the availability of products and services online. The users can search, choose, sell, and buy from a wide range of options through Internet. Examples B2B, B2C, C2C, B2G, G2G

(b)     Give four differences between Computer software and Computer hardware

| Computer Hardware | Computer Software |
|---|---|
| It comprises the physical and tangible components of a computer. i.e. the components that can be seen and touched. | It is a set of programs, designed to perform a well-defined function. A program is a sequence of instructions written to solve a particular problem. |
| It has the permanent shape and structure, which cannot be modified. | It can be modified and reused, as it has no permanent shape and structure. |
| The external agents such as dust, mouse, insects, humidity, heat, etc. can affect the hardware (as it is tangible). | The external agents such as dust, mouse, insects, humidity, heat, etc. cannot affect (as it is not tangible). |
| It works with binary code (i.e. l's to 0's) | It functions with the help of high level language like COBOL, BASIC, JAVA, etc. |
| It takes in only machine language, i.e. lower level language. | It takes in higher level language, easily readable by a human being. |
| It is not affected by the computer bug or virus. | It is affected by the computer bug or virus. |
| It cannot be transferred from one place to another electronically. | It can be transferred from one place to another electronically. |
| Duplicate copy of hardware cannot be created. | A user can create as many copies of a software as he wishes. |

(c)    State four points to mark relationship between computer hardware and software in terms of how they operate

- Hardware and software are mutually dependent on each other.  Both of them must work together to make a computer produce a useful output.
- Without software, hardware components are useless.
- Software cannot be utilized without supporting hardware.
- Computer software controls computer hardware.

(d)    **Four major activities of E-commerce**
   (i)    **Online Shopping:**
          A customary example of e-commerce is shopping via the internet.

   (ii)   **Electronic Payments:**
          E-commerce has payment systems that use e-cards, in e-commerce such as utility bills, phone, cable and internet bills, as well as online shopping.

   (iii)  **Virtual Auctions/Electronic Auctions:**
          One activity of the e-commerce is the online auction, e.g. eBay.  These websites offer customers the benefit of selling to others at the best possible price.

   (iv)   **Internet Banking:**
          E-commerce has allowed many people to forgo frequent visits to the bank and instead perform their regular banking activities online via secure banking service.

   (v)    **Online Ticketing:**
          Ticketing for almost all types of activities could now be done online.  This includes travel ticketing such as air travel, bus and trains, as well as tickets for entertainment and sports events.  This allows people to avoid queues and just go on the day of the event.

(e)    **The three** most common participants in **e-Commerce** are businesses, administration, and consumers.  However, three (3) major types of E-Commerce are:

   (i)    B2B (business to business) – This involves companies doing business with each other.   One example is manufacturers selling to distributors and wholesalers selling to retailers.  E.g. Alibaba, IndiaMart, TradeIndia, dx.com.

   (ii)   B2C (business to consumer) – B2C consists of businesses selling to the public through shopping cart software, without needing any human interaction.  This is what most people think of when they hear "e-commerce."  An example of this is Amazon.

   (iii)  C2B (consumer to business) – in C2B e-commerce, consumers post a project with a set budget online, and companies bid on the project.

(iv)    C2C (consumer to consumer) – This takes place within online classified ads, forums or marketplaces where individuals can buy and sell their goods. Examples of this are eBay and kupatana.com.

**ANSWER 4**

(a)    (i)    Computer network is a set of computers and other devices connected together for the purpose of sharing resources.

(ii)    - LAN – Local Area Network – is a network confined within small area e.g. within a building.
- MAN – Metropolitan Area Network – covers a larger area e.g. city, town etc.
- WAN – Wide Area Network – Global connections of LAN that form Internet

(iii)    - Speed (Transmission rate)
- Cost
- Ease of installation
- Resistance to Environmental Conditions
- Distances
- Availability

(b)    Ways to get internet connection
- Wireless
- Dial-up Connection
- Wired (Fibred, UTP etc.)
- Satellite
- Cable TV Internet Connection
- DSL
- Mobile
- broadband

_____  ▲  _____

# SUGGESTED SOLUTIONS
## T04 – BUSINESS COMMUNICATION SKILLS
## MAY 2019

## ANSWER 1

(a)    **COMPREHENSION**

(i)     **Job Interview/PREPARATIONS FOR JOB INTERVIEW**
(ii)    The essay is about job interview which is device used for employee selection. There are various types of job interview which range from free questions to structured questions.  The writer points out that preparation for a job interview are very important before one goes for the interview.  The writer mentions six preparations for job interview which are; one has to know himself/herself to see if he/she has the skills to match with the position, secondly know what you can contribute to your new company.  Thirdly find out information on the company you are going for interview.  Fourthly appear smart and elegant when going for an interview.  The other thing one has to with his/her own supplies such as pen, pieces of paper and enough CV's.  Lastly one has to arrive earlier than the time of interview. (the student may use his own words in presenting the answer, provided the content is delivered.

**(b)**    "…. in the previous week, we **received** twenty two customers.  Twenty of **whom** were given service to their satisfaction whereas two of them **were** requested to wait for the head of department to come back from his official trip.  On average, last week we **received 4** customers each working day.  Therefore last week we were able to **serve 20** customers.

**(Total: 20 marks)**

## ANSWER 2

(a)    Provided the correct verb form as indicated in brackets.
    (i)     have become
    (ii)    knew
    (iii)   had moved
    (iv)    will have done
    (v)     will have returned

(b)    To fill in the appropriate form of adjective that appears in brackets
    (i)     better
    (ii)    greatest
    (iii)   most interesting
    (iv)    worse
    (v)     hardest

(c)     The examinee is expected to give the following responses.
    (i)      being
    (ii)     herself
    (iii)    worst
    (iv)     walks
    (v)      are washing
    (vi)     have finished
    (vii)    have been doing
    (viii)   ate
    (ix)     was driving
    (x)      to visit

(d)     To fill into blanks with the correct pronouns.
    (i)      whom
    (ii)     their
    (iii)    its
    (iv)     their
    (v)      his/her

## ANSWER 3

## ADVERTISEMENT

(a)     What do you think can make an advertisement to be poor.
    (i)      Difficult language
    (ii)     Bad picture
    (iii)    Unattractive language
    (iv)     Small words that one can't read from far
    (v)      Faint writings
    (vi)     Lack or poor contrast
    (vii)    Absent of address for the service place
    (viii)   Poor title
    (ix)     Incomplete sentences
    (x)      Poor choice of colour

(b)     You are a business person who has introduced new food products in your enterprise, write a good advertisement for such products.

    **The advertisement written by the candidate should have the following features:**
    (i)      Containing all necessary elements like title, date, name of product, name of company or service provider, and where to find the product
    (ii)     Attractive language that is clear
    (iii)    Attractive colour on pictures and writings
    (iv)     Large words for visibility and easy reading

**ANSWER 4**

(a)       FROM: Human Resources Officer
TO: All workers
Date: 7/8/2018
SUBJECT: DELEGATION OF POWER TO MY DEPUTY PETER JOHN
I would like to inform you that I will travel from 8/8/2018 to Mwanza for one month. My duties will be performed by my deputy Peter John.

Signature  **(This is just a sample)**

(b)       List and explain briefly essential parts of a curriculum vitae (CV)
        (i)       Personal information
        (ii)     Education background
        (iii)    Working experience
        (iv)    Training/ Seminars/ workshops
        (v)      Hobbies
        (vi)    referees
          *Each of the parts above should be explained briefly*

(c)       Give two examples for each of the following:
        (i)      Yes/No question
           - Have taken your final exam?
           - Do you like dancing?

        (ii)     Commands
           - Contact me tomorrow
           - Start your exams

        (iii)    Exclamation sentences
           - How gorgeous she looks!
           - What a nice shirt he has! (the examinee can produce different sentences but they should follow this format)

**ANSWER 5**

(a)       The five strategies that may help a student to tale notes effectively from a lecture are as follows:
        (i)      Listening and concentrating on the lecture
            The student should pay attention to what is being presented by the lecturer. All his or her mind should be focused on what is being presented

        (ii)     Topicalizing
            The student should be writing down a word or phrase to represent a section of the text. That is a word or phrase should be used to represent an entire section of the text.

(iii)    Schematizing:
The student should use visual tools to organize notes. The notes can be organized in the form of tables or diagrams.

(iv)    Reduction techniques:
The student should involve the effective use of abbreviations and symbols to save time and avoid confusion and misunderstanding. Abbreviations help putting down the information briefly.

(v)    Paraphrasing:
The student should write his or her notes by using own words.

(b)    The examinee is expected to illustrate any five of the following strategies
(i)    Motivational appeals; the speaker learns how the audience' interests can be aroused.
(ii)    Emotional appeals; attempting to influence audience's attitude and behavior
(iii)    Logical appeals, using reasoning or logic to influence the audience
(iv)    Organizational considerations; how the speech/presentation is organized may eventually persuade the audience (problem/solution, cause/effect, topical-sequencing, etc.)
(v)    Speaker credibility; audience's perception of the speaker as being effective or ineffective.
(vi)    Ethical consideration; the respect you give to experts in the topic of your presentation, to the audience as well as your opponents.

(c)    The examinee is expected to illustrate the following levels of audience analysis:
(i)    Type of audience; Captive vs. voluntary audience.
(ii)    Demographic analysis; age, sex, religion, race, etc.
(iii)    Audience's interest in, and knowledge of the topic
(iv)    Audience's attitudes, Beliefs and Values

**ANSWER  6**

(a)    The letter of correct answer
(i)    B
(ii)    B
(iii)    D
(iv)    D
(v)    C
(vi)    D
(vii)    A
(viii)    D
(ix)    C
(x)    C

(b)     Write **TRUE** or **FALSE** depending to the statement
   (i)      FALSE
   (ii)     TRUE
   (iii)    TRUE
   (iv)    FALSE
   (v)     TRUE

(c)     The examinee should develop the following matching

| (i) | (ii) | (iii) | (iv) | (v) |
|-----|------|-------|------|-----|
| A   | B    | C     | D    | E   |

▲