



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

NATIONAL CERTIFICATE

IN

OFFICE MANAGEMENT

**MODULE: Document Production- Computer
Operations and Packages (Theory)**

PAPER NO: 361/22/M02

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATES

1. Answer any five (5) questions.
2. Begin each question on a fresh page.
3. Do not write anything on the question paper.
4. Do not write your name inside or outside the answer booklet.

This paper consists of 3 printed pages.

PAPER NO: 361/22/M02 – DOCUMENT PRODUCTION – COMPUTER OPERATION
PACKAGES (THEORY)

QUESTION 1

- a) Explain five (5) conditions required for a computer room. (10 marks)
- b) Identify five (5) health challenges linked to prolonged computer use and provide possible solutions. (10 marks)

QUESTION 2

- a) With the aid of diagrams explain the following data transmission modes:
- i) Simplex (3 marks)
 - ii) Half duplex (3 marks)
 - iii) Full Duplex (4 marks)
- b) Classify the following devices either as input, output storage or processing:

Barcode	LCD
Scanner	ROM
USB	Speaker
CPU	Laserjet
Mouse	MICR

(10 marks)

QUESTION 3

- a) Define the term Operating System. (2 marks)
- b) Explain six (6) functions of an Operating System. (18 marks)

QUESTION 4

- a) Indicate the classes of application software. (3 marks)
- b) List three (3) examples of application software. (3 marks)
- c) Highlight (7) seven factors to consider when buying an application software. (14 marks)

QUESTION 5

a) Describe the following computer personnel:

- i) Computer programmer (3 marks)
- ii) System analyst (4 marks)
- iii) Database Administrator (3 marks)

b) Explain five (5) disadvantages of a computer in an organisation.
(10 marks)

QUESTION 6

- a) Describe five (5) data security threats (10 marks)
- b) Explain data security measures that can be put into place to protect data.
(10 marks)

QUESTION 7

- a) With the aid of a diagram, explain the data processing cycle.
(10 marks)
- b) Explain the following processing methods:
 - i) Batch processing methods (3 marks)
 - ii) Online processing (3 marks)
 - iii) Real time processing (4 marks)

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