Province of the

EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET ANSWER SHEET 32

SUBJECT	COMPUTER APPLICATIONS TECHNOLOGY	GRADE	12	DATE	30/3/20
TOPIC	Information Management: Problem Solving Cycle	TERM 1 REVISION		TERM 3 CONTENT	✓

ACTIVITY 1:

1. Multiple choice:
    a. Which of the following is part of reading an academic article on the problem?
        Answer: A
    b. Which of the following is the first step in problem solving?
        Answer: D
    c. What are raw, unorganised numbers or facts called?
        Answer: C
2. Matching items
    Choose a term/concept from COLUMN B that matches the description in COLUMN A.
    Write only the letter next to the question number.
    Answer: **2.1** *A*   **2.2** *E*   **2.3** *G*   **2.4** *B*   **2.5** *C*

3.	Answer the following questions:
	a.	What must be included in a problem statement?

		Answer: It must contain what is known about the problem, and what information is missing or needed in order to determine the problem.

	b.	List the five steps of problem-solving.

		Answer:

		Step 1: Define the problem.

		Step 2: Identify possible solutions.

		Step 3: Choose a solution.

		Step 4: Implement the solution.

		Step 5: Review the solution.

	c.	Give four examples of information sources.

		Answer: Wikis, internet articles, printed media such as books, and standard operating procedures.

	d.	Explain how an interview can lead to solving a problem.

		Answer: An interview with a person of interest to the problem will shed light on the problem from their perspective. Interviewing is a data gathering tool that is used to provide valuable data if the right questions are asked.

ACTIVITY 2:

1.	Matching items

	Choose a term/concept from COLUMN B that matches the description in COLUMN A. Write only the letter next to the question number.

	Answer: 1.1 *B*	1.2 *D*	1.3 *A*	1.4 *G*	1.5 *C*

2.	Short and medium questions

	Answer the following:

	a.	List four guidelines to keep in mind when preparing a questionnaire.

		Answer: Any four of the following:

		- *Decide what you are trying to learn from the questionnaire.*
		- *Identify potential questions that will help you get the information you need.*
		- *Use closed questions (yes/no) as well as open questions (questions that require a description).*
		- *Keep your questions short and simple to avoid confusion.*
		- *Ask your questions in a way that will not guide people to a specific answer.*
		- *Keep your questionnaire as short as possible.*
		- *Make sure to test the questionnaire to ensure that it achieves what you are aiming for.*

b. Explain the difference between primary and secondary data.

Answer: Primary data sources include information gathered and analysed by the person who collected the data. Secondary data sources include information obtained from sources that already existed.

c. What is the purpose of an executive summary?

Answer: The purpose of the executive summary is to summarise and explain the report in a way that makes the reader want to read the report. It usually includes a brief statement of the problem, some background information, your analysis and possible solutions, and the main conclusions.

d. Explain the three sections of a report.

Answer:

- *Introduction: The introduction is used to state the purpose of the report and provide background on the issue. It is important that you make use of your knowledge of the subject to provide a clear description of the problem that has occurred and the solution that was implemented.*
- *Body: The body is used to describe the effect of the solution that was implemented. This can include a database containing all the data regarding the solution to the problem. However, simply supplying the data is not sufficient. You also need to process and analyse the data into useful information. You should then present the information clearly and to the point. To do this, you can extract the core meaning of the data and write it in your own words. You can use graphs and tables to simplify the information.*
- *Conclusion: This section is used to indicate whether the solution was a success and if any other solutions might be needed. If the solution was not successful, you need to include which steps you are planning to follow in order to make sure that the problem is resolved.*

e. Discuss the structure of a report. Make sure to elaborate on the three sections.

Answer:

Part 1: Front section

This part of the formal report serves to help the reader understand what the report is about as well as what is included with the report. This section contains the following:

- *Title page: The function of the title page is to indicate what the report is about, who wrote the report, when the report was written, and for whom the report was written.*
- *Transmittal letter: This letter explains what information is being discussed in the report, and mentions any additional resources that have been included.*
- *Table of contents: The table of contents gives the reader an overview of the document's contents. It also allows the reader to go directly to the section he or she is interested in.*

Part 2: Main section

This section contains the main report. It includes the following:

- *Executive summary: The purpose of the executive summary is to summarise and explain the report in a way that makes the reader want to read the report. It usually includes a brief statement of the problem, some background information, your analysis and possible solutions, and the main conclusions.*
- *Introduction: The introduction states the purpose of the report and provides background on the issue.*
- *Body: The body describes the solution that was implemented, as well as its effects.*
- *Conclusion. In this section, the writer indicates whether the solution was a success and if any other solutions might be needed.*

Part 3: Back section

The last section of the formal report is used to provide additional information that the reader might require. This includes the following:

- *References: This is a list of the resources that were used during the writing of the report. The reader can use these references for additional reading or to confirm the findings of the report.*
- *Appendices: The appendices include all documentation that was too large and bulky to be contained within the main report. This includes data sources such as spreadsheets and databases. These documents are normally included to provide evidence for the findings of the report.*
- *Glossary: This is an alphabetised list of terms, definitions and abbreviations used in the report. The main function of the glossary is to provide the reader with a quick reference to terms they might not recognise.*

3. Which of the following criteria must be used to create a good presentation or website? State whether it is a presentation, website, or both. Copy the table into your exercise book and write the correct answer in the right-hand column.

   Answer: Keep it simple – Both; Use graphics and charts – Presentation; Make sure it is understandable – Website; Keep it short – Presentation; Ensure it looks beautiful – Both; Use the notes – Presentation; Do not use too many animations – Presentation; Make it useful – Website; Choose a font size and colour that is easy to read – Presentation.