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**INFORMATION COMMUNICATION TECHNOLOGY,
COMMUNICATION SKILLS AND
ENTREPRENEURSHIP EDUCATION**

June/July 2018

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN MECHANICAL ENGINEERING
(PRODUCTION, PLANT, AND CONSTRUCTION PLANT OPTIONS)
DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN WELDING AND FABRICATION
DIPLOMA IN ELECTRICAL AND ELECTRONIC ENGINEERING
(POWER, TELECOMMUNICATIONS AND INSTRUMENTATION OPTIONS)
DIPLOMA IN BUILDING
DIPLOMA IN CIVIL ENGINEERING
DIPLOMA IN ARCHITECTURE**

MODULE I

**INFORMATION COMMUNICATION TECHNOLOGY,
COMMUNICATION SKILLS AND
ENTREPRENEURSHIP EDUCATION**

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of EIGHT questions in THREE sections; A, B and C.
Answer FOUR questions from section A, question SIX (Compulsory) and ONE other question from
section B and THREE questions from section C in the answer booklet provided.
Maximum marks for each part of a question are as indicated.
Candidates should answer the questions in English.*

This paper consists of 4 printed pages.

**Candidates should check the question paper to ascertain that
all the pages are printed as indicated and that no questions are missing.**

SECTION A: ICT (40 marks)

Answer **FOUR** questions from this section.

1. (a) Describe each of the following types of computers:
- (i) multi-user computer system; \rightarrow allows more than one user at a go
 - (ii) workstation; \rightarrow used in research based institutions, investigation firms etc
 - (iii) laptop. \rightarrow micro-computer designed to be placed on the lap. (6 marks)
4 operations for laptop
- (b) List four secondary storage media of a computer system. (2 marks)
*- DVD
- floppy disk
- flash disk
- diskette*
- (c) State two reasons that make some employees to lose their jobs when their employer installs a computerized system. \rightarrow (2 marks)
2. (a) Explain each of the following types of computer software:
- (i) applications software; \rightarrow it is a computer software system that executes and works on a user computer system
 - (ii) operating system; \rightarrow it is a program that gives the user access to an entire application
 - (iii) utility program. \rightarrow These aid in the functionality of the computer (6 marks)
- (b) State four factors that should be considered when selecting an operating system for a personal computer. (4 marks)
 *\rightarrow The size of the computer
 \rightarrow The size of storage and memory*
3. (a) State four threats to information stored in a computer that may arise due to connectivity to the internet. (4 marks)
- (b) Explain three benefits of using electronic mail instead of ordinary paper mail to send a job application letter. (6 marks)
 \rightarrow Reliable
4. (a) State the word processing formula that should be used in a table to compute each of the values:
- (i) total in a column; \rightarrow $=SUM(C1, B1)$
 - (ii) total in a row; \rightarrow $=SUM(A1, B1)$
 - (iii) mean score in a row of scores. \rightarrow $=AVERAGE(A1, B1)$ (3 marks)
- (b) State three formatting features that may be applied to a numeric entry in a cell of a spreadsheet. (3 marks)
- (c) Distinguish between relative cell references and absolute cell references as used in spreadsheets. (4 marks)

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5. (a) Outline the steps that should be followed when creating a database. (5 marks)
- (b) List four views in a presentation program. (2 marks)
- (c) State three formatting features that may be applied to a graphic created using a desktop publishing program. (3 marks)

SECTION B: COMMUNICATION SKILLS (30 marks)

Answer question SIX (compulsory) and ONE other question from this section.

6. (a) Business organisations are increasingly using electronic communication. Explain three reasons that may account for this increase. (6 marks)
- (b) It has been observed that majority of the employees of Peace Limited spend a lot of their time speaking on their cell phones. As the foreman, write a memorandum to the employees requesting them to stop this practice. (8 marks)

- (c) (i) Explain the phrase "Annual General Meeting (AGM)." (6 marks)
- (ii) Outline four items of agenda that may be discussed in an annual general meeting of a publicly listed company. (6 marks)

7. (a) State four guidelines that should be followed when using tables to provide information in a report. (4 marks)

- (b) Explain three measures that the management of an organisation may take to encourage upward communication. (6 marks)

8. (a) Distinguish between a conference and a panel discussion. (4 marks)

- (b) (i) Explain the term etiquette as used in communication. (6 marks)
- (ii) Outline four ways in which an interviewee may demonstrate etiquette during an interview. (6 marks)

- ① Fully appreciating for the opportunity provided.
- ② Using respectable and courteous language all through.
- ③ Excusing oneself before speaking.
- ④ By not interrupting during conversations.

INTERNAL MEMO

DATE: / /

TO: MANAGEMENT

FROM: MANAGER

DATE: / /

SUBJECT: USE OF MOBILE PHONES AT WORK

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-> this person quit his job
and is self-employed

SECTION C: ENTREPRENEURSHIP (30 marks)

Answer **THREE** questions from this section.

9. (a) Despite persuasion from friends, Danton is determined to quit salaried employment for self employment. Explain **three** reasons that may account for this determination. (6 marks)
- (b) Explain the way in which each of the following cultural factors may enhance entrepreneurial development:
- (i) time consciousness;
 - (ii) work ethics. (4 marks)
10. (a) Outline **four** guidelines that the management of an enterprise should follow to implement effective social responsibility. (4 marks)
- (b) Explain **three** factors that may complicate the management of a family business. (6 marks)
11. (a) Distinguish between social entrepreneur and a political entrepreneur. (4 marks)
- (b) Outline **six** activities that may be included in the induction programme for new employees in a manufacturing firm. (6 marks)
12. (a) Outline **four** limitations of using a focus group discussion to generate a business idea. (4 marks)
- (b) Jacob is in the process of writing a business plan. Outline **six** types of information that he should include in the business description section of the plan. (6 marks)

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