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**ICT, COMMUNICATION SKILLS AND
ENTREPRENEURSHIP**

June/July 2020

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

Diploma in Entrepreneurial Agriculture
Diploma in Environmental Science and Technology
Diploma in Food and Beverage Management
Diploma in Fashion Design and Clothing Technology
Diploma in Child Care and Protection
Diploma in Catering and Accommodation Management
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Diploma in Counselling
Diploma in Sustainable Agriculture and Rural Development
Diploma in Food Science and Processing Technology
Diploma in Applied Biology
Diploma in Analytical Chemistry
Diploma in Nutrition and Dietetics
Diploma in Baking Technology

MODULE I

ICT, COMMUNICATION SKILLS AND ENTREPRENEURSHIP

3 hours

INSTRUCTIONS TO CANDIDATES

You should have the following for this examination paper:

Answer booklet;

Mathematical tables/non-programmable scientific calculator.

*This paper consists of **THREE** sections; **A, B and C.***

*Answer any **TWO** questions in Section **A**, any **ONE** question from section **B** and any **TWO** questions from Section **B** in the answer booklet provided.*

Candidates should answer the questions in English.

This paper consists of 6 printed pages.

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

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Turn over

SECTION A: INFORMATION COMMUNICATION TECHNOLOGY (40 marks)

Answer any TWO questions from this section.

1. (a) State the function of each of the following keyboard shortcuts used in windows operating systems:

- (i) ctrl + X;
- (ii) shift + Del;
- (iii) ctrl + V;
- (iv) ctrl + S.

(4 marks)

- (b) Figure 1 represents a computer network topology.

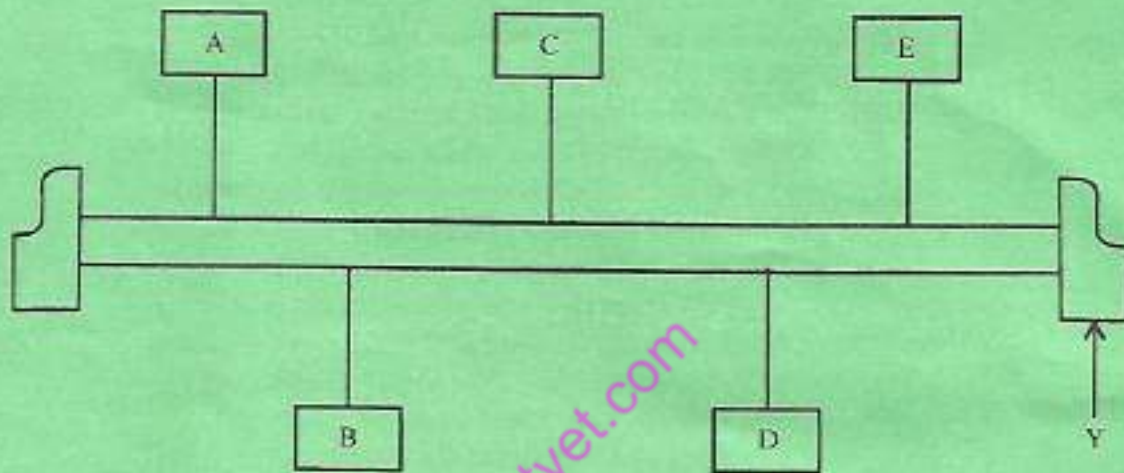


Fig. 1

- (i) Identify the network topology.
- (ii) Name the network component labelled Y, stating its function.
- (iii) Outline **three** advantages of the network topology.

(6 marks)

- (c) Explain **three** reasons that may make an organization to install tailor-made software.

(6 marks)

- (d) Distinguish between *shut down* and *log off commands* as used in computers.

(4 marks)

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2. (a) The following document was created using a word processor.

Language Variation

Language variation is an important part of sociolinguistics. Language varies *from one place to another, from one social group to another and from one situation to another*. Variety of language refers to a set of sociolinguistic items with similar social distribution, pronunciation, grammar, and vocabularies. Varieties of language may include:

- Languages;
- Dialects;
- Accents;
- Registers.

Outline five formatting features used in the document. (10 marks)

- (b) (i) Explain the batch data processing mode.
(ii) Outline four challenges of using batch processing. (6 marks)
- (c) Distinguish between the *reply* and *forward* commands as used in emails. (4 marks)

3. (a) Table I shows the stock balances of Kambi retailers entered in a spreadsheet.

Table I

	A	B	C	D	E	F
1	Item	Closing Stock	Additional Stock	Total Stock	Sales	Stock Balance
2	Wheat flour	48	108		98	
3	Bar soap	104	80		110	
4	Tissue paper	32	240		250	
5	Sugar	450	1,025		925	
6	Tea leaves	52	120		82	

State the appropriate expressions used to calculate the following:

- (i) total stock for sugar;
(ii) stock balance for wheat flour;
(iii) mean sales for all items;
(iv) item with least stock balance.

(8 marks)
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- (b) Outline **four** characteristics of the main frame computers. (4 marks)
- (d) Explain each of the following terms used in presentation software:
- (i) slide;
 - (ii) slide layout;
 - (iii) slide master;
 - (iv) slide transition.

(8 marks)

SECTION B: COMMUNICATION SKILLS (20 marks)

Answer any **ONE** question from this section.

4. (a) State **four** mistakes that the organizers of a meeting may make before convening a meeting that renders it ineffective. (4 marks)
- (b) Explain the objective of conducting each of the following types of interviews in organization:
- (i) counselling;
 - (ii) disciplinary. (4 marks)
- (c) Explain **four** ways in which a listener may hinder effective listening during a face to face conversation. (8 marks)
- (d) Distinguish between *footnotes* and *endnotes* as used in report writing. (4 marks)
5. (a) Outline **four** benefits that may be associated with the use of visual communication. (4 marks)
- (b) Highlight **four** guidelines that should be followed when drafting a concise and accurate summary. (4 marks)

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(c) Rewrite each of the following sentences filling in the blank spaces with the correct word from the choices provided in brackets:

- (i) the list of items (*is, are*) on the desk. *is*
- (ii) Breaking and entering (*are, is*) against the law.
- (iii) The politician, along with the media (*are, is*) expected shortly.
- (iv) A third of the people (*is, are*) unemployed.
- (v) The staff (*is, are*) deciding how they want to vote.
- (vi) If Joe (*was, were*) here, you would be sorry.

(6 marks)

(d) James, a member of staff in the department you head, has requested you to write a recommendation letter for him. State six types of information that may be included in the body of such a letter.

Hardwork of the person

(6 marks)

SECTION C: ENTREPRENEURSHIP (20 marks)

Answer any TWO questions from this section.

6. (a) State four measures that an employee of an organization may take to manage time effectively. *Should have a calendar* (4 marks)
- (b) Outline six reasons that may lead to failure of a business during the growth stage. (6 marks)
- (c) Explain the way in which an entrepreneur may use each of the following to market the organizations product:
- (i) business stationery;
 - (ii) business cards. *flyers*
- (4 marks)
- (d) Highlight three differences between an entrepreneur and an intrapreneur. (6 marks)
7. (a) Outline six features of a good business plan. *By inf. 200's - 200's data info* (6 marks)
- (b) Jones recently tested positive to HIV. State four indicators that he may be living positively with the virus. *Stay healthy, Balanced diet, Exercise* (4 marks)
- (c) Explain five ways in which an enterprise may demonstrate business ethics. (10 marks)

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8. (a) Outline six advantages of packaging a product. *save future risk* (6 marks)
- (b) Explain the way in which each of the following factors promote entrepreneurial growth:
- (i) capital; *adequate capital*
 - (ii) human resource;
 - (iii) raw materials. *adequate*
- (c) Outline eight qualities of a successful entrepreneur. (4 marks)
- (d) Explain two circumstances under which an entrepreneur may prefer sole proprietorship as a form of business. *owned by individual* (4 marks)
- able to access credit willingly*
Relatively more profit
one is able to maintain by secrets

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