2428/104
COMMUNICATION SKILLS
AND INFORMATION
TECHNOLOGY
June/July 2011
Time: 3 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT

MODULE I

COMMUNICATION SKILLS AND INFORMATION TECHNOLOGY

3 hours

INSTRUCTIONS TO CANDIDATES

You should have the following for this examination:
      Answer booklet
*This paper consists of **EIGHT** questions in **two** sections; **A** and **B**.*
*Answer a total of **FIVE** questions as shown below:*
*Any **TWO** questions from section **A**;*
*Any **TWO** questions from section **B**;*
*Any other **ONE** question from either section **A** or **B**;*
All questions carry equal marks.

This paper consists of 3 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: COMMUNICATION SKILLS

*Answer at least **TWO** questions from this section.*

1. (a) (i) Explain the meaning of the term "Resume" as in business correspondence.
                                                                                (2 marks)

        (ii) State and explain the **three** sections of a "Resume"   (6 marks)

    (b) Explain **six** advantages of using a flip chart.   (12 marks)

2. (a) State and explain **five** decoding barriers to communication in an organization.
                                                                                (10 marks)

    (b) Explain **five** approaches that can be put in place to enhance communication in an organization.   (10 marks)

3. (a) Explain the importance of effective communication in an organization. (10 marks)

    (b) Explain **each** of the following terms as applied in meetings:

        (i)   point of order;

        (ii) quorum;

        (iii) resolution;

        (iv) standing orders;

        (v)   proposal.
                                                                                (10 marks)

4. (a) State and explain **five** types of non-verbal communication.   (10 marks)

    (b) State and describe **five** components of a communication process.   (10 marks)

SECTION B: INFORMATION TECHNOLOGY

Answer at least TWO questions from this section.

5. (a) Explain **four** uses of computer networks. (8 marks)

   (b) State and describe **six** components of a computer that are directly attached to the mother board. (12 marks)

6. (a) Explain **three** factors that contribute to excessive internet use. (6 marks)

   (b) State and describe **seven** types of application software. (14 marks)

7. (a) Explain **each** of the following types of memory:

      (i)   Read Only Memory (ROM);

      (ii)   Flash memory;

      (iii) Random Access Memory (RAM);

      (iv)   Non Volatile RAM (NVRAM). (8 marks)

   (b) State and describe **six** devices used to connect members of a network. (12 marks)

8. (a) Describe the procedure for adding a trend line in an Excel Spreadsheet. (8 marks)

   (b) State and describe **six** skills required to edit a Microsoft Word document. (12 marks)