

2428/104

COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY

June/July 2018

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

This paper consists of EIGHT questions in TWO sections; A and B.

Answer FIVE questions choosing TWO questions from section A, TWO questions from section B and any other ONE question from either section in the answer booklet provided.

All questions carry equal marks.

Candidates should answer the questions in English.

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.

SECTION A: COMMUNICATION SKILLS

Answer at least TWO questions from this section.

1. (a) Outline five fundamental differences between face to face and telephone communication. (10 marks)

(b) Explain five types of selection interviews used by organizations. (10 marks)

job inter appraisal group interviews general interview

2. (a) Describe four factors that should be addressed for effective verbal communication. (8 marks)

Who you audience
Venue
Systems
Topic

(b) Analyse six social-psychological barriers in communication. (12 marks)

Cultural behaviour
language systems

3. (a) (i) Distinguish between internal and external communication. (4 marks)

(ii) Explain four kinds of forms used in communication. (8 marks)

(b) Explain four disadvantages of verbal communication. (8 marks)

4. (a) You are a secretary of Saramma Jose Company Ltd. Draft minutes of a meeting of Board of Management of the company held at the beginning of the year.

Agenda:

(i) supplier's strike;

(ii) pending issues;

(iii) salary increments;

(iv) promotions;

(v) A.O.B.

In attendance: National Trade Union Secretary. (10 marks)

(b) Explain five circumstances under which meetings may be ineffective for members of staff in an organization. (10 marks)

SECTION B: INFORMATION TECHNOLOGY

Answer at least TWO questions from this section.

5. (a) Highlight **six** distinctions between Local Area Network (LAN) and Wide Area Network (WAN). (12 marks)
- (b) Explain **four** uses of primary storage (Random Access Memory) RAM. (8 marks)
6. (a) Mr. Ahadi Godliver has prepared a document in the computer for use in a meeting. However, he has been advised that no document preparation process is complete without printing. Describe **five** print options found in office menu dialogue box. (10 marks)
- (b) Explain **five** characteristics of a good database. (10 marks)
7. (a) (i) Differentiate between application software and system software. (4 marks)
- (ii) Highlight **three** disadvantages of first generation computers. (6 marks)
- (b) Data processing consists of those activities which are necessary to transform data into formation. Describe **five** of these activities. (10 marks)
8. (a) Explain the meaning of each of the following terms:
- (i) analogue computers; (2 marks)
- (ii) digital computers; (2 marks)
- (iii) hybrid computers; (2 marks)
- (iv) microcomputers; (2 marks)
- (v) mainframe computers. (2 marks)
- (b) Highlight **five** features of word processors. (10 marks)

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