

2428/104

COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY

Oct./Nov. 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) ^{bring change} Discuss **five** reasons for effective communication in organizations. ^{to create good relation public} ^{Tool of management} ^{Team building} ^{increase efficiency of service} (10 marks)
- (b) Explain the meaning of each of the following terms as used during the course of a meeting: ^{to achieve goals & object} ^{to create good interpersonal relation} ^{good rapport with others} ^{unity}
- (i) abstain; (2 marks)
 - (ii) address the chair; ^{addressing people} (2 marks)
 - (iii) casting vote; (2 marks)
 - (iv) quorum; ^{- place} (2 marks)
 - (v) standing orders. ^{rules & regulation} (2 marks)
2. (a) Describe **four** benefits of visual communication. ^{It's fast} ^{contain impact of information} ^{easy} ^{immediate feedback - face to face} (8 marks)
- (b) Explain **six** duties of a chairman in a meeting. ^{Direct} ^{Plan for meeting} ^{Deliguation of responsibilities} ^{Allow members to voice their ideas} ^{organize} ^{- involve members in decision making} ^{- starts & meeting} ^{appoint} (12 marks)
3. (a) Highlight **six** reasons for using forms to get routine information from clients. ^{confidential purpose} ^{Build trust} ^{save time} ^{to acquire more from client interact} ^{to win interest of client} ^{set goals & objective} ^{motivate} (12 marks)
- (b) Outline **four** duties of the interviewer during an interview. ^{observe non verbal behavior} ^{good communication skills} ^{avoid distraction} ^{listening} ^{credibility} ^{maintaining eye contact} (8 marks)
4. (a) Explain **five** communication flows in an organization. ^{sender} ^{receiver} ^{msg} ^{channel} ^{message} ^{feedback} (10 marks)
- (b) Assume that you are a secretary in Samantha Hills Cooperative Society and one of your duties is to prepare notices. Prepare a notice for Samantha Farmers Cooperative Society for the 15th general meeting to be held at 2.00 pm on Monday, 2nd March 2018 in the boardroom. The agenda will be: appointment of new accountant, elect new officials, purchase of new bus, permission to sell old flats and donation of old furniture. (10 marks)

TO
FROM
DATE
SUBJECT

AGENDA

SECTION B: INFORMATION TECHNOLOGY

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

5. (a) Explain the meaning of each of the following concepts of the computer main memory:
- (i) Read Only Memory <ROM>; (2 marks)
 - (ii) Programmed Read Only Memory <PROM>; (2 marks)
 - (iii) Electrically Alterable Read Only Memory <EAROM>; (2 marks)
 - (iv) Electrically-Erasable Programmed Read Only Memory <EEPROM>; (2 marks)
 - (v) Random Access Memory <RAM>. (2 marks)
- (b) Describe **five** types of computer Operating Systems. (10 marks)
6. (a) Highlight the process of changing the background colours of a cell. (8 marks)
- (b) Explain **six** reasons why firms are turning to Wide Area Networks <WAN> in the office. (12 marks)
7. (a) Discuss **six** reasons that have forced organizations to have a website. (12 marks)
- (b) Highlight **four** output devices that receive information from the Central Processing Unit (CU) and presents it to the user. (8 marks)
8. (a) Identify **five** differences between Local Area Network <LAN> and Wide Area Network <WAN>. (10 marks)
- (b) Explain the process followed to add Clip Art picture to a document. (10 marks)

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