OLONYO ROBERT

2501/101	2502/101	2503/101	2508/101
2509/101	2601/101	2602/101	2603/101
2705/101	2707/101	2709/101	2710/101

INFORMATION COMMUNICATION TECHNOLOGY, COMMUNICATION SKILLS AND ENTREPRENEURSHIP EDUCATION
Oct./Nov. 2022
Time: 3 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN MECHANICAL ENGINEERING (PRODUCTION AND PLANT OPTIONS)
DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN WELDING AND FABRICATION
DIPLOMA IN CONSTRUCTION PLANT ENGINEERING
DIPLOMA IN ELECTRICAL AND ELECTRONIC ENGINEERING
(POWER , TELECOMMUNICATION 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

You should have the following for this examination:
  answer booklet;
  scientific calculator/ mathematical tables.
This paper consists THREE sections A, B and C.
Answer FOUR questions from section A, question SIX and any ONE other question from section B and any THREE questions from section C.
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.

Turn over

SECTION A: INFORMATION COMMUNICATION TECHNOLOGY (40 marks)

Answer any FOUR questions from this section.

1. (a) Explain **two** advantages of using flashdisks for storing data. (4 marks)

    (b) Describe **four** functions of Information Communication Technology (ICT) in a manufacturing organization. (6 marks)

2. (a) Distinguish between system software and application software. (4 marks)

    (b) Describe **three** physical threats to an organization's data. (6 marks)

3. (a) Describe **two** ways of connecting to the internet. (4 marks)

    (b) A student is in the process of creating a table using a word processing application. Explain the circumstance under which the student may use each of the following features:

    (i) text direction;
    (ii) merge cells;
    (iii) shading.

    (6 marks)

4. (a) Table 1, shows a marksheet IN MS-Excel containing scores attained by a group of students in an examination.
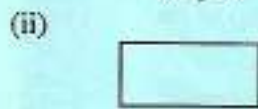
    Table 1

	A	B	C	D	E	F	G
1	NAME/ SUBJECT	MATHS	DRAWING	CHEMISTRY	PHYSICS	TOTAL	HIGHEST
2	JOSEPH	45	60	59	64		
3	JUDE	61	74	64	70		
4	SIMON	49	67	73	69		
5	JANE	59	60	79	69		
6	TOTAL						
7	MEAN						

Write a function to obtain each of the following:
    (i) Mean score for maths;
    (ii) Total marks for Joseph;
    (iii) Highest mark for Jude.

    (6 mars)

(b) State the function of each of the following icons as used in desktop publishing applications.

(i) ⬡

(iii) **T**

(ii) ▭

(iv) ↗

(4 marks)

5. (a) Outline the steps followed when adding a transition to a slide in a presentation package. (6 marks)

(b) Explain **two** uses of the internet in an education institution. (4 marks)

SECTION B: COMMUNICATION SKILLS (30 marks)

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

6. (a) Outline **four** characteristics of effective communication. (4 marks)

(b) Describe **three** psychological barriers to effective communication. (6 marks)

(c) You are a supervisor at XWZ company, you have been tasked to addresses a group of striking workers. Explain **two** challenges that you are likely to face while using this form of communication. (4 marks)

(d) A fire has destroyed a section of the workshop where you are incharge. Assuming investigations are complete. Outline the items to be included in the structure of the report for this accident. (6 marks)

7. (a) Highlight **four** challenges that a supervisor may experience while conducting a meeting in an organization. (4 marks)

(b) Describe each of the following types of interviews:

(i) Panel interview;
(ii) Group interview;
(iii) Informal interview.

(6 marks)

8. (a) List **four** categories of organizational customers. (4 marks)

    (b) Explain **three** etiquette procedures that should be observed when participating in a group discussion. (6 marks)

SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)

Answer any THREE questions from this section.

9. (a) Outline **four** elements contained in the operation and production section of a business plan. (4 marks)

    (b) Explain **three** ways in which Information Communication Technologies (ICTs) support the marketing activities of a small business. (6 marks)

10. (a) Explain the ways in which each of the following cultural factors hinder the growth of entrepreneurship in a country.

        (i)   Religion;
        (ii) Upbringing practices. (4 marks)

    (b) Explain **three** roles performed by an entrepreneur in a business. (6 marks)

11. (a) Explain **three** ways through which an entrepreneur can evaluate a business opportunity. (6 marks)

    (b) Outline **four** challenges of managing a partnership business. (4 marks)

12. (a) Explain **three** ways through which an entrepreneur may motivate employees in a business. (6 marks)

    (b) Outline **four** reasons that make enterprises social responsibility (ESR) useful to a small business. (4 marks)

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