

Name: \_\_\_\_\_ Index No. \_\_\_\_\_ / \_\_\_\_\_

2501/101, 2708/101

2503/101, 2709/101

2707/101

Candidate's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

ICT &amp; COMMUNICATION SKILLS

June/July 2012

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

TECHNICAL INDUSTRIAL VOCATIONAL ENTREPRENEURSHIP TRAINING

DIPLOMA IN MECHANICAL ENGINEERING

(PRODUCTION OPTION)

(AUTOMOTIVES OPTION)

DIPLOMA IN ELECTRICAL &amp; ELECTRONICS ENGINEERING

(POWER OPTION)

(TELECOMMUNICATIONS)

DIPLOMA IN BUILDING

DIPLOMA IN CIVIL ENGINEERING

DIPLOMA IN ARCHITECTURE

MODULE I

ICT &amp; COMMUNICATION SKILLS

3 hours

## INSTRUCTIONS TO THE CANDIDATE

*Write your name and index number in the spaces provided above.**Sign and write the date of the examination in the spaces provided above.**This paper consists of TWO sections: A and B.**Answer any THREE questions from section A and TWO questions from section B.**All questions carry equal marks. Maximum marks for each part of a question are indicated.*

## For Examiner's Use Only

## SECTION A

Question	1	2	3	4	5	Total
Marks						

## SECTION B

Question	6	7	8	Total
Marks				

Grand  
Total

This paper consists of 16 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: (60 marks) ICT

1. (a) (i) Explain the term "ergonomics" as used in ICT.
- (ii) Mr. Mop wishes to buy a computer to be used by his physically challenged son in vision.
- Describe **two** features to be considered in modification for the computer to be suitable for his son. (2 marks)
- (b) (i) Describe **two** types of bus found in a computer system
- (ii) List **two** advantages of using laser technology in DVDs. (6 marks)
- (c) Differentiate between primary and secondary storage found in a computer memory. (4 marks)
- (d) (i) Distinguish between a leased line and dial-up line;
- (ii) Outline **two** advantages of using leasing line for internet connection. (4 marks)
2. (a) Explain the following terms as used in internet technology: (4 marks)
- (i) URL;
- (ii) HTML.
- (b) (i) Explain **two** advantages of Optical Mark Readers as compared to Optical Character Readers.
- (ii) Describe **two** disadvantages of OMR as compared to OCR. (4 marks)
- (c) An airline intends to introduce a database management system to allow for on-line ticket booking:
- (i) State **two** advantages of using DBMS.
- (ii) List **two** limitations of the above system. (4 marks)
- (d) **Table 1** shows the daily collection from sales in Kolen Keegan Supermarket using a word processor.

Table 1

Item description	Quantity (kg)	Unit cost (Kshs)	Total cost (Kshs)
Sugar	5	100	
Maize meal	4	100	
Milk	4	50	
Daily total costs	.		

- (I) Using the given data write a formula that would calculate:
- Total cost of each commodity;
  - The daily total cost for all the items.
- (II) Describe the most effective method you would use to present the data for maize meal. (8 marks)
3. (a) Define the following terms:
- Application software.
  - System software. (4 marks)
- (b) Explain the following text editors
- Line editors.
  - Screen editors. (4 marks)
- (c) (i) Distinguish between object linking and object embedding as used in DTP.  
(ii) Describe **three** characteristics of Desk Top Publishing. (7 marks)
- (d) A teacher intends to create a presentation for his class to teach first year students in impact of 'HIV-Aids'
- Design a slide that would be used to introduce the subject;
  - Explain the most appropriate techniques he would use to deliver a ten-slide presentation. (5 marks)

4. (a) (i) Distinguish between physical and logical backups.  
(ii) (I) Outline **two** advantages of physical backups.  
(II) Suggest **two** limitations of physical backups. (6 marks)
- (b) Juma works as a technician with Bideo Industries. The company wishes to introduce multi media computer system managing their operations. Describe **three** components that the system is likely to have. (6 marks)
- (c) Thomas Owen discovered that his hard disk had low access speed. Suggest **three** techniques that he would use to improve the system performance. (4 marks)
- (d) Distinguish between a single and multi-user operating system. (4 marks)
5. (a) (i) Define the term "information privacy".  
(ii) Identify **four** threats to Information Privacy.  
(iii) Describe measures taken to minimize the threats in a(ii). (6 marks)
- (b) With the aid of relevant examples explain the term many-to-many relationship as applied in DBMS. (6 marks)
- (c) State **two** ways in which the increased use of information technology had affected the physical environment.  
(i) negatively;  
(ii) positively. (4 marks)
- (d) Figure 1, Shows typical lay out of word processor. Name the parts labelled 1 - 7. (4 marks)

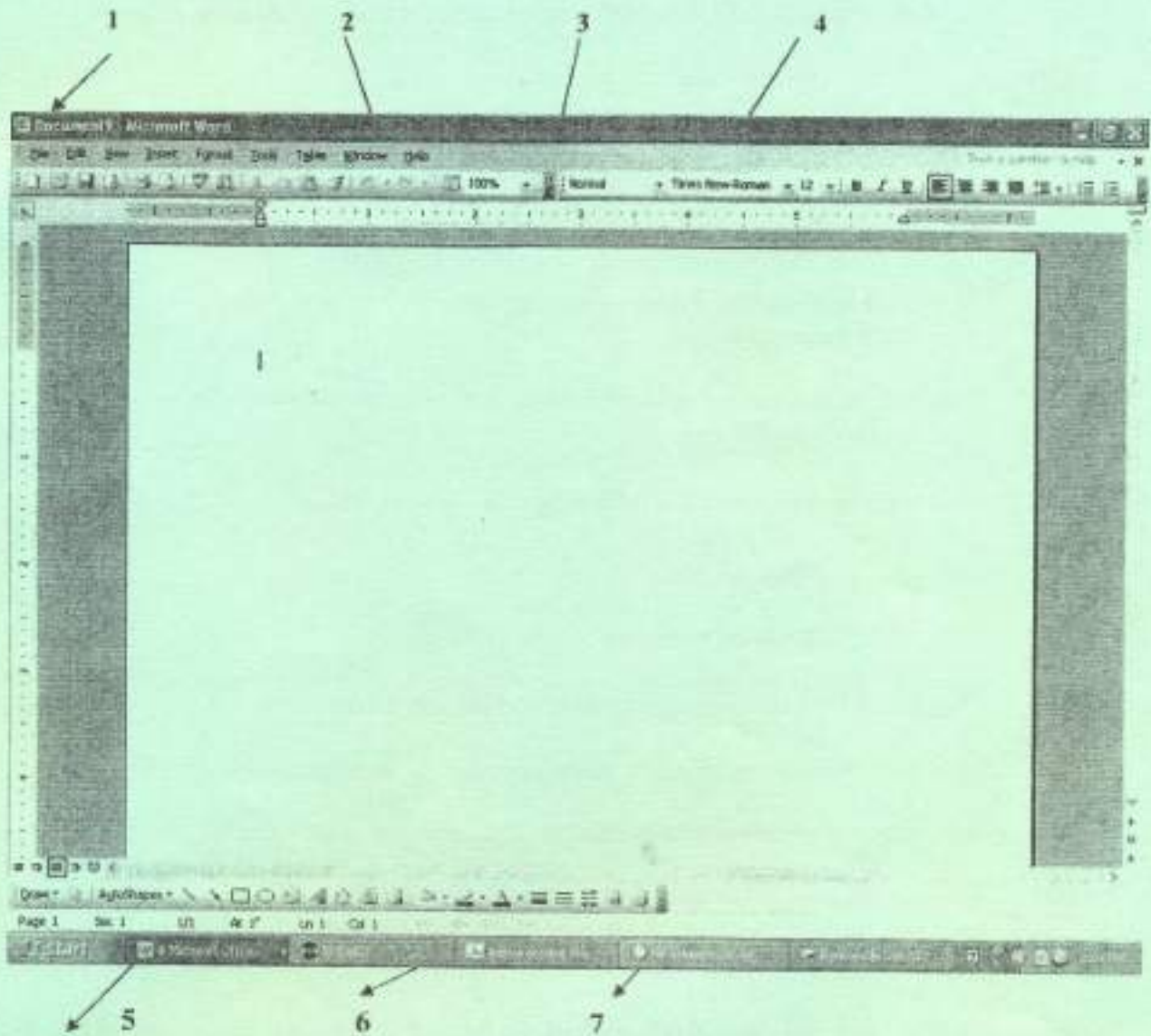


Figure 1

(c) Outline **three** advantages of word processor compared to typewriter.

(3 marks)

**SECTION B (40 marks)**

*Answer question SIX and ONE other question from this Section.*

6. (a) Identify **six** factors to consider in choosing the most appropriate channel of communication. (3 marks)
- (b) Explain **two** differences between formal and informal meetings. (4 marks)
- (c) State **three** reasons why effective internal communication should be encouraged in an organization. (3 marks)
- (d) Identify **four** methods of upward communication commonly used in organizations. (4 marks)
- (e) State **two** uses of each of the following in a business letter;
- (i) Date (2 marks)
- (ii) Reference number (2 marks)
- (f) Distinguish between customer service and customer care. (4 marks)
- (g) State **three** benefits of effective communication in an organization. (3 marks)
7. (a) State **five** uses of internet on business. (5 marks)
- (b) The management of the organization you work for intends to open a new branch. As the communications Manager, write an appropriate letter to your customer to inform them of the new development. (10 marks)
8. (a) Explain the details included in each of the following parts of a formal report; (6 marks)
- (i) Terms of reference
- (ii) Procedure
- (iii) Recommendations
- (b) Explain the steps in summary writing. (9 marks)