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**INFORMATION COMMUNICATION TECHNOLOGY,
COMMUNICATION SKILLS AND
ENTREPRENEURSHIP EDUCATION**

June/July 2018

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

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

This paper consists of EIGHT questions in THREE sections; A, B and C.

Answer FOUR questions from section A, question SIX (Compulsory) and ONE other question from section B and THREE questions from section C in the answer booklet provided.

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.**

SECTION A: ICT (40 marks)

Answer **FOUR** questions from this section.

1. (a) Describe each of the following types of computers:
 - (i) multi-user computer system; \rightarrow allows more than one user at a go
 - (ii) workstation; \rightarrow used in research based institutions, investigation firms etc
 - (iii) laptop. \rightarrow micro-computer designed to be placed on the lap. (6 marks)
- (b) List four secondary storage media of a computer system. (2 marks)

- DVD
- floppy disk
- flash disk
- cassette
- (c) State two reasons that make some employees to lose their jobs when their employer installs a computerized system. \rightarrow (2 marks)

2. (a) Explain each of the following types of computer software:
 - (i) applications software; \rightarrow H.C. or computer specific programs that performs and works on a user computer, applications
 - (ii) operating system; \rightarrow the main program that gives the user access to all other applications
 - (iii) utility program. \rightarrow those aid to the functionality of the computer (6 marks)
- (b) State four factors that should be considered when selecting an operating system for a personal computer. (4 marks)

\rightarrow The size of the computer
 \rightarrow The size of storage and peripherals

3. (a) State four threats to information stored in a computer that may arise due to connectivity to the internet. (4 marks)

- viruses
- cyber theft
- (b) Explain three benefits of using electronic mail instead of ordinary paper mail to send a job application letter. (6 marks)

- flexible

4. (a) State the word processing formula that should be used in a table to compute each of the values:
 - (i) total in a column; $\rightarrow =SUM(C1:B1)$
 - (ii) total in a row; $\rightarrow =SUM(A1:B1)$
 - (iii) mean score in a row of scores. $\rightarrow =MEAN(A1:B1)$ (3 marks)
- (b) State three formatting features that may be applied to a numeric entry in a cell of a spreadsheet. (3 marks)
- (c) Distinguish between relative cell references and absolute cell references as used in spreadsheets. (4 marks)

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- 5. (a) Outline the steps that should be followed when creating a database. (5 marks)
- (b) List **four** views in a presentation program. (2 marks)
- (c) State **three** formatting features that may be applied to a graphic created using a desktop publishing program. (3 marks)

SECTION B: COMMUNICATION SKILLS (30 marks)

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

- 6. (a) Business organisations are increasingly using electronic communication. Explain **three** reasons that may account for this increase. (6 marks)
 - due to technology advancement
 - literacy levels are going up
 - Fast and Reliable
- (b) It has been observed that majority of the employees of Peace Limited spend a lot of their time speaking on their cell phones. As the foreman, write a memorandum to the employees requesting them to stop this practice. (8 marks)

- (c) (i) Explain the phrase "Annual General Meeting (AGM)." (6 marks)
 - An occasional meeting that is scheduled annually
- (ii) Outline **four** items of agenda that may be discussed in an annual general meeting of a publicly listed company. (6 marks)

- 7. (a) State **four** guidelines that should be followed when using tables to provide information in a report. (4 marks)
- (b) Explain **three** measures that the management of an organisation may take to encourage upward communication. (6 marks)

- 8. (a) Distinguish between a conference and a panel discussion. (4 marks)
 - it is an open
 - managerial level discussion
- (b) (i) Explain the term etiquette as used in communication. (4 marks)
 - is the use of courteous and respectable language
- (ii) Outline **four** ways in which an interviewee may demonstrate etiquette during an interview. (6 marks)

- ① Firstly appreciating for the opportunity awarded.
- ② Using respectable and courteous language all through.
- ③ Excusing oneself before speaking
- ④ By not interrupting during conversations

INTERNAL MEMO
 REF: PL/11/14
 TO :
 FROM :
 DATE :
 SUBJECT: SIMULATED
 USE OF MOBILE PHONES
 at work

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→ He might have an entrepreneurial idea
 → The job is over expecting and saving
 loss
 → His parents and others
 are in self-employment

SECTION C: ENTREPRENEURSHIP (30 marks)

Answer **THREE** questions from this section.

9. (a) Despite persuasion from friends, Danton is determined to quit salaried employment for self employment. Explain three reasons that may account for this determination. (6 marks)
- (b) Explain the way in which each of the following cultural factors may enhance entrepreneurial development:
- (i) time consciousness;
- (ii) work ethics. (4 marks)
10. (a) Outline four guidelines that the management of an enterprise should follow to implement effective social responsibility. (4 marks)
- (b) Explain three factors that may complicate the management of a family business. (6 marks)
11. (a) Distinguish between social entrepreneur and a political entrepreneur. (4 marks)
- (b) Outline six activities that may be included in the induction programme for new employees in a manufacturing firm. (6 marks)
12. (a) Outline four limitations of using a focus group discussion to generate a business idea. (4 marks)
- (b) Jacob is in the process of writing a business plan. Outline six types of information that he should include in the business description section of the plan. (6 marks)

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