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INFORMATION COMMUNICATION TECHNOLOGY,  
 COMMUNICATION SKILLS AND  
 ENTREPRENEURSHIP EDUCATION

Oct./Nov. 2018

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN MECHANICAL ENGINEERING  
 (PRODUCTION), (PLANT OPTION), (CONSTRUCTION PLANT OPTION)  
 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.*

*All answers should be written 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.**

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**SECTION A: INFORMATION COMMUNICATION TECHNOLOGY (40 marks)***Answer any FOUR questions from this section.*

1. (a) State **two** reasons for having an Information Communication Technology (ICT) department in an organization. (2 marks)
- (b) Explain **two** benefits of using a bar code reader at a point-of-sale terminal. (4 marks)
- (c) Explain each of the following types of software installation: (4 marks)
- (i) Silent installation;
- (ii) Clean installation.
2. (a) State **two** uses of a password on a computer. (2 marks)
- (b) A student intends to transfer all files on the desktop of a personal computer to a new folder to be created on the desktop. State the steps that he should follow. (5 marks)
- (c) State the steps followed when typing the symbol  $H_2O$  in word processing. (3 marks)
3. (a) Outline the procedure for printing a document created using a word processing application. (6 marks)
- (b) Explain the relationship between the naming of cells in a spreadsheet and the naming of positions in a graph using the (x, y) coordinates. (4 marks)
4. (a) (i) Explain the term data validation as used in databases. (6 marks)
- (ii) State **four** ways of validating data during database creation.
- (b) Figure 1. Shows a computer network topology. Use it to answer the questions that follow.

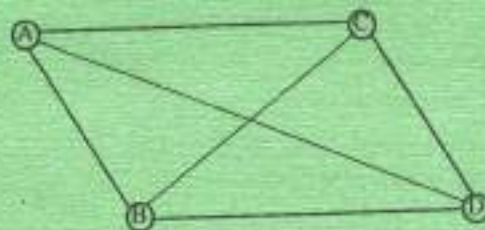


Figure 1

- (i) Identify the computer network topology. (4 marks)
- (ii) State **three** disadvantages of the topology.

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5. (a) Explain the use of "custom page size" option in relation to desktop publishing. (2 marks)
- (b) Outline the process of importing text into a desktop publishing (DTP) file. (5 marks)
- (c) Outline the process of running slides when presenting content to an audience. (3 marks)

### SECTION B: COMMUNICATION SKILLS (30 marks)

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



6. (a) Explain each of the following terms as used in communication: (6 marks)
- paragraph;
  - audience;
  - brainstorming.
- (b) Explain the way in which each of the following forms of upward communication may be applied in an organisation: (4 marks)
- open door policy;
  - questionnaires and surveys.
- (c) The management of Kazi Works Limited has noted reduced motivation levels among the production staff. As the Foreman, you have been requested to investigate the matter and write a report. Assuming that you have completed the investigations, write the report. (10 marks)
7. (a) Outline **four** measures that may be taken to improve intra-personal communication. (4 marks)
- (b) The position of supervisor has fallen vacant in Pema Engineering Limited. Draft an advertisement for this position which is to be placed in one of the local dailies. (6 marks)
8. (a) Distinguish between a sub-committee and a joint committee. (4 marks)
- (b) Baraka Enterprises has commissioned a consultancy firm to interview candidates for the position of foreman. Outline **six** guidelines that the consultant should follow when preparing for the interview. (6 marks)

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**SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)**

*Answer THREE questions from this section.*

9. (a) State **four** measures that the government may take to nurture the spirit of entrepreneurship in a country. (4 marks)
- (b) Explain **three** ways in which entrepreneurs may stimulate the economy of a country. (6 marks)
- ✓10. (a) Outline **three** advantages of mobile banking to a customer. (3 marks)
- (b) Explain **two** activities that an entrepreneur may perform at the seed stage of the business life cycle. (4 marks)
- (c) Highlight **three** benefits that an organisation may derive from being socially responsible. (3 marks)
- ✓11. (a) State **four** advantages of advertising a product through television. (4 marks)
- (b) Explain each of the following types of records that may be kept in a business enterprise listing **two** examples in each case:
- (i) Correspondence records;
- (ii) Accounting records. (6 marks)
12. (a) Outline **four** ways in which computers may be used in an engineering firm. (4 marks)
- (b) State **four** characteristics of a conservative entrepreneur. (4 marks)
- (c) Outline **two** conditions that a successful business idea should meet. (2 marks)

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