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INFORMATION COMMUNICATION TECHNOLOGY,
COMMUNICATION SKILLS AND
ENTREPRENEURSHIP EDUCATION

June/July 2021

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 TWELVE questions in THREE sections; A, B and C.

Answer NINE questions in total as follows:

Answer FOUR questions from section A, question SIX (Compulsory) and any 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.

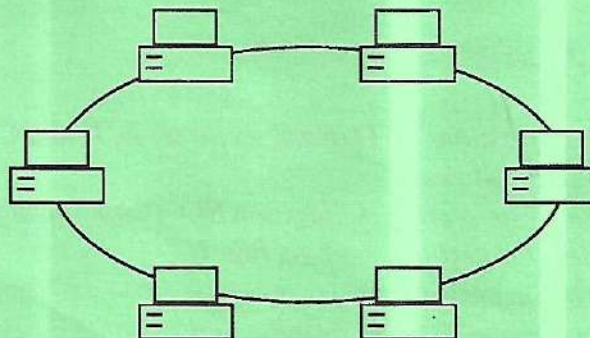
This paper consists of 5 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: INFORMATION COMMUNICATION TECHNOLOGY

Answer any **FOUR** questions from this section.

1. (a) Explain **two** uses of Uninterruptible Power Supply (UPS) in a computer system. (4 marks)
- (b) Some organisations prefer to use mainframe computers as network servers. Outline **three** reasons that may account for this preference. (3 marks)
- (c) State the function of each of the following features of a word processor:
- (i) Word-wrap;
 - (ii) Autocomplete;
 - (iii) Alignment.
- (3 marks)
2. (a) Outline **three** functions of a network operating system. (3 marks)
- (b) Sawat college has installed tailor-made software for use in the management of its stores inventory. Highlight **three** benefits that the college may derive from using this software. (3 marks)
- (c) Explain each of the following features of a desktop publishing software:
- (i) control palletete;
 - (ii) pasteboard.
- (4 marks)
3. (a) Figure 1 shows a diagram of a Local Area Network.



- (i) Identify the network topology.
- (ii) State **three** challenges associated with the type of network topology in(i) (4 marks)

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- (b) Betty is in the process of creating a database. Explain the circumstance under which she may use each of the following field properties:
- default value;
 - input mask.
- (4 marks)
- (c) State the difference between sign in and sign up in relation to the internet. (2 marks)
4. (a) Oliver has been experiencing eye strain due to prolonged use of his laptop. State four measures that he may have taken to prevent the eye strain. (4 marks)
- (b) Table 1 shows a spreadsheet with details of items in a shop.

Table 1

	A	B	C	D
1	Item	Quantity	Unit Cost	Total Cost
2	Cooking fat	48	160	
3	Milk	108	55	
4	Bread	270	60	
5				

Using cell addresses only, write the appropriate expressions to determine each of the following.

- total cost for bread.
 - lowest quantity;
 - grand total cost for all items.
- (6 marks)

5. (a) Explain each of the following terms in relation to computer security:
- firewall;
 - encryption.
- (4 marks)
- (b) Distinguish between slide show view and notes page view as used in presentation software. (4 marks)
- (c) State the function of each of the following icons in a database application.



(i)



(ii)

(2 marks)

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SECTION B: COMMUNICATION SKILLS


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

6. (a) (i) During the process of communication, a receiver's comprehension of the message is influenced by a number of factors. State **three** such factors.
- (ii) Outline **three** reasons that make feedback a key component in the process of communication. (6 marks)
- (b) Highlight **three** effects of poor employer-employee communication on an organisation. (3 marks)
- (c) State **three** qualities of a good summary. (3 marks)
- (d) You have been appointed as a workshop supervisor in a newly established engineering firm. The management has requested you to design a form to be used by the workshop staff to report on breakdown of machinery. Design the form. (8 marks)
7. (a) In relation to telephone etiquette, highlight **three** mistakes that a caller in an organisation may make. (3 marks)
- (b) State **three** measures that the management of an organisation may take to enhance customer care. (3 marks)
- (c) Outline **four** reasons that may make it necessary for a manager in an organisation to write a memorandum to the employees. (4 marks)
8. (a) Explain **two** advantages of diagonal communication. (4 marks)
- (b) Outline **two** benefits that an interviewer may derive from asking open-ended questions during a recruitment interview. (6 marks)
- (c) State **four** criteria that may be used to select participants of a meeting in a organisation. (4 marks)

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SECTION C: ENTREPRENEURSHIP EDUCATION

Answer **THREE** questions from this section.

9. (a) Outline **two** differences between a self-employed person and a salaried employed person. (4 marks)
- (b) State **two** circumstances under which an entrepreneur may prefer to use a shorter distribution channel when selling a product. (2 marks)
- (c) Explain **two** ways in which the government may be a source of a new product idea. (4 marks)
10. (a) Explain each of the following terms as used in Entrepreneurship. 
- (i) home-based business;
- (ii) marketing. (4 marks)
- (b) Highlight **three** limitations of budgeting in an organisation. (3 marks)
- (c) Some people are reluctant to engage in entrepreneurship due to myths associated with it. State **three** such myths. (3 marks)
11. (a) Outline **three** disadvantages of brainstorming as a method of business idea generation. (3 marks)
- (b) Outline **four** roles of cooperative societies in the economic development of a country. (4 marks)
- (c) State **three** challenges that an entrepreneur may face when writing a business plan. (3 marks)
12. (a) Outline **three** ways in which the political environment of a country may hinder the growth of entrepreneurship. (3 marks)
- (b) State **three** strategies that the management of an enterprise may adopt to foster an enterprise may derive from engaging in internet marketing. (3 marks)
- (c) Highlight **four** benefits that a business enterprise may derive from engaging in internet marketing. (4 marks)

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