

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

INFORMATION COMMUNICATION TECHNOLOGY,  
COMMUNICATION SKILLS AND  
ENTREPRENEURSHIP EDUCATION

Oct./Nov. 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 FOUR questions in section A, question SIX (Compulsory) and any other question in section B and THREE questions in 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.**

## SECTION A: INFORMATION COMMUNICATION TECHNOLOGY

Answer **FOUR** questions from this section.

1. (a) Explain each of the following types of computers:
- (i) dedicated computer.
  - (ii) special purpose computer. (4 marks)
- (b) Distinguish between computer input devices and computer output devices. (4 marks)
- (c) State the function of each of the following computer software:
- (i) utility programme;
  - (ii) operating system. (2 marks)
2. (a) State **two** reasons that make it necessary to partition a computer hard disk. (2 marks)
- (b) Outline the steps that should be followed to double underline a statement typed using a word processing application. (3 marks)
- (c) With the aid of illustrations, explain the three drop cap options in word processing. (3 marks)
- (d) Distinguish between copy and move as used in a word processing document. (2 marks)
3. (a) Explain the term data security. (2 marks)
- (b) State **two** ways of improving data security in a learning institution. (2 marks)
- (c) With the aid of a sketch, explain the structure of a worksheet in a spreadsheet application. (6 marks)
4. (a) Explain **two** benefits of a computer network to an organization. (4 marks)
- (b) State the purpose of each of the following objects in a database application:
- (i) query;
  - (ii) form;
  - (iii) table. (3 marks)
- (c) Highlight **three** merits of keeping employee records in a computerized database. (3 marks)

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

5. (a) Distinguish between cropping and re-sizing in reference to a graphic in desktop publishing. (2 marks)
- (b) Explain the purpose of each of the following features in a presentation package:
- (i) slide sorter;
  - (ii) animation. (4 marks)
- (c) The fiber optic cables have gained widespread popularity despite the existence of satellite links. Explain **two** reasons for this popularity. (4 marks)

### SECTION B: COMMUNICATION SKILLS

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

6. (a) Outline **three** consequences of ineffective internal communication in an organization. (3 marks)
- (b) Distinguish between message encoding and message decoding in relation to the process of communication. (4 marks)
- (c) State **three** benefits of grapevine communication to an organization. (3 marks)
- (d) Write an essay of about 300 words on the topic, "The challenges that are faced by employees who work from home." (10 marks)
7. (a) Outline **three** non-verbal indicators of boredom during a face to face conversation. (3 marks)
- (b) Explain the difference between an impulse customer and a need-based customer. (4 marks)
- (c) State **three** benefits that the management of an organization may derive from conducting exit interviews. (3 marks)
8. (a) Highlight **three** objectives the management of a business enterprise may seek to achieve through downward communication. (3 marks)
- (b) Explain **two** ways in which an individual may demonstrate etiquette when answering a telephone call. (4 marks)
- (c) State **three** roles played by the secretary in preparation for a meeting. (3 marks)

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

## SECTION C: ENTREPRENEURSHIP

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

9. (a) Some individuals are reluctant to engage in self employment. Outline **three** reasons that may account for such reluctance. (3 marks)
- (b) State **three** strategies that the management may adopt to establish an entrepreneurial culture in an organization. (3 marks)
- (c) Distinguish between an fabian entrepreneur and in innovative entrepreneur. (4 marks)
10. (a) Certain guidelines should be followed to enhance the success of brainstorming as a means of generating business ideas. State **three** such guidelines. (3 marks)
- (b) Outline **three** tangible resources that an entrepreneur may require when starting a business enterprise. (3 marks)
- (c) Identify **four** types of records that may be maintained in a business enterprise. (4 marks)
11. (a) State **three** functions of a business plan in an enterprise. (3 marks)
- (b) Outline **three** functional areas in which Information Communication Technology (ICT) may be used in an engineering firm. (3 marks)
- (c) Highlight **four** external publics of a business enterprise. (4 marks)
12. (a) Explain **two** ways in which entrepreneurship contributes to the national income of a country. (4 marks)
- (b) State **three** circumstances under which the management may be responsible for time wastage in a business enterprise. (3 marks)
- (c) State **three** roles played by banks in entrepreneurship development. (3 marks)

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