

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

INFORMATION COMMUNICATION
TECHNOLOGY, COMMUNICATION SKILLS
AND ENTREPRENEURSHIP EDUCATION

Oct./Nov. 2022

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN MECHANICAL ENGINEERING
(PRODUCTION AND PLANT OPTIONS)

DIPLOMA IN AUTOMOTIVE ENGINEERING

DIPLOMA IN WELDING AND FABRICATION

DIPLOMA IN CONSTRUCTION PLANT ENGINEERING

DIPLOMA IN ELECTRICAL AND ELECTRONIC ENGINEERING
(POWER, TELECOMMUNICATION 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

You should have the following for this examination:

answer booklet;

scientific calculator/ mathematical tables.

This paper consists THREE sections A, B and C.

Answer FOUR questions from section A, question SIX and any ONE other question from section B and any THREE questions from section C.

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 (40 marks)

Answer any FOUR questions from this section.

1. (a) Explain **two** advantages of using flashdisks for storing data. (4 marks)
- (b) Describe **four** functions of Information Communication Technology (ICT) in a manufacturing organization. (6 marks)
2. (a) Distinguish between system software and application software. (4 marks)
- (b) Describe **three** physical threats to an organization's data. (6 marks)
3. (a) Describe **two** ways of connecting to the internet. (4 marks)
- (b) A student is in the process of creating a table using a word processing application. Explain the circumstance under which the student may use each of the following features:
 - (i) text direction;
 - (ii) merge cells;
 - (iii) shading.(6 marks)
4. (a) Table 1, shows a marksheet IN MS-Excel containing scores attained by a group of students in an examination.

Table 1

	A	B	C	D	E	F	G
1	NAME/ SUBJECT	MATHS	DRAWING	CHEMISTRY	PHYSICS	TOTAL	HIGHEST
2	JOSEPH	45	60	59	64		
3	JUDE	61	74	64	70		
4	SIMON	49	67	73	69		
5	JANE	59	60	79	69		
6	TOTAL						
7	MEAN						

Write a function to obtain each of the following:

- (i) Mean score for maths;
- (ii) Total marks for Joseph;
- (iii) Highest mark for Jude.

(6 mars)

(b) State the function of each of the following icons as used in desktop publishing applications.

(i)



(iii)



(ii)



(iv)



(4 marks)

5. (a) Outline the steps followed when adding a transition to a slide in a presentation package. (6 marks)
- (b) Explain two uses of the internet in an education institution. (4 marks)

SECTION B: COMMUNICATION SKILLS (30 marks)

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

6. (a) Outline four characteristics of effective communication. (4 marks)
- (b) Describe three psychological barriers to effective communication. ✓ (6 marks)
- (c) You are a supervisor at XWZ company, you have been tasked to address a group of striking workers. Explain two challenges that you are likely to face while using this form of communication. (4 marks)
- (d) A fire has destroyed a section of the workshop where you are in charge. Assuming investigations are complete. Outline the items to be included in the structure of the report for this accident. (6 marks)
- ✓ 7. (a) Highlight four challenges that a supervisor may experience while conducting a meeting in an organization. (4 marks)
- (b) Describe each of the following types of interviews:
- (i) Panel interview;
 - (ii) Group interview;
 - (iii) Informal interview.
- (6 marks)

8. (a) List **four** categories of organizational customers. (4 marks)
- (b) Explain **three** etiquette procedures that should be observed when participating in a group discussion. (6 marks)

SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)

Answer any THREE questions from this section.

9. (a) Outline **four** elements contained in the operation and production section of a business plan.
 → Financing
 → Entrepreneurial ability (4 marks)
- (b) Explain **three** ways in which Information Communication Technologies (ICTs) support the marketing activities of a small business. (6 marks)
10. (a) Explain the ways in which each of the following cultural factors hinder the growth of entrepreneurship in a country. (4 marks)
- (i) Religion;
- (ii) Upbringing practices.
- (b) Explain **three** roles performed by an entrepreneur in a business. (6 marks)
11. (a) Explain **three** ways through which an entrepreneur can evaluate a business opportunity. (6 marks)
- (b) Outline **four** challenges of managing a partnership business. (4 marks)
12. (a) Explain **three** ways through which an entrepreneur may motivate employees in a business. (6 marks)
- (b) Outline **four** reasons that make enterprises social responsibility (ESR) useful to a small business. (4 marks)

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