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INFORMATION COMMUNICATION TECHNOLOGY,
COMMUNICATION SKILLS AND
ENTREPRENEURSHIP EDUCATION
Oct./Nov. 2017
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 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.

Turn over

SECTION A: ICT (40 marks)

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

1. (a)   State the technology used in each of the first four generations of computers.

(4 marks)

(b)   Explain the purpose of each of the following components of the central processing unit of a computer:

(i)   Arithmetic Logic Unit.
(ii)   Control Unit.

(4 marks)

(c)   Explain the term software as used in computing.

(2 marks)

2. (a)   Describe each of the following operating system activities:

(i)   formatting;
(ii)   ScanDisk.

(4 marks)

(b)   Consider a list of test scores stored in a column of a spreadsheet in cells K6 to K50. State the formula that should be used to display each of the following based on the scores:

(i)   mean score;
(ii)   standard deviation;
(iii)   highest score;
(iv)   number of scores in the list.

(6 marks)

3. (a)   Explain each of the following types of computer crimes:

(i)   hacking;
(ii)   cracking.

(4 marks)

(b)   Distinguish between sorting and querying as used in databases.

(4 marks)

(c)   State the use of each of the following field types in database design:

(i)   memo;
(ii)   yes/No.

(2 marks)

4. (a)   Explain the purpose of each of the following views in a presentation package:

(i)   slide sorter;
(ii)   slide show.

(4 marks)

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(b) State the steps involved in creating a mail merge. (6 marks)

5. (a) State **two** disadvantages of using electronic mails for business communication. (2 marks)

(b) Describe the Ring computer network topology. (2 marks)

(c) State **three** advantages of using desktop publishing software. (3 marks)

(d) One of the challenges brought about by the emergence of ICT is e-waste. State **three** ways of managing e-waste. (3 marks)

SECTION B (30 marks)

COMMUNICATION SKILLS

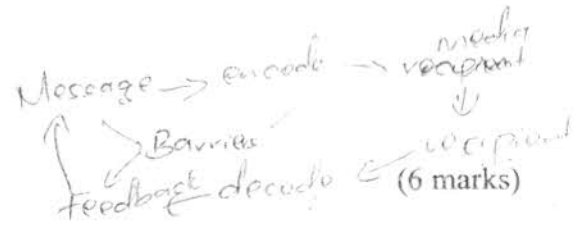*Answer question SIX (compulsory) and ONE other question from this section.*

6. (a) State **four** advantages of a face to face conversation. (4 marks)

(b) (i) List **four** types of external recipients of information from a business enterprise.
(ii) Explain **three** benefits that a business enterprise may derive from effective external communication. (8 marks)

(c) (i) Distinguish between an informational report and a recommendation report.
(ii) Explain **two** techniques that a writer may employ to enhance the readability of a report. (8 marks)

7. (a) Explain the purpose served by each of the following steps in the process of communication:

(i) message decoding;
(ii) supply of feedback. (4 marks)

(b) Explain each of the following types of meetings:

(i) board meeting;
(ii) working parties meeting;
(iii) staff meeting. (6 marks)

8. (a) (i) Distinguish between customer care and customer service.
(ii) Outline **four** customer care skills that an entrepreneur should possess. (6 marks)

(b) State **four** disadvantages of using fax for business communication. (4 marks)

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SECTION C (30 marks)

ENTREPRENEURSHIP EDUCATION

Answer THREE questions from this section.

9. (a) Wincon Enterprises, a sole proprietorship was recently dissolved. State **four** reasons that may have led to this dissolution. (4 marks)

   (b) Explain **three** responsibilities of a business enterprises towards its consumers. (6 marks)

10. (a) Explain **two** circumstances under which legal services may be required in a business enterprise. (4 marks)

    (b) Explain **three** measures that the management of an enterprise may take to develop an entrepreneurial culture among employees. (6 marks)

11. (a) Distinguish between self-employment and salaried employment. (4 marks)

    (b) Explain **three** environmental factors that an entrepreneur may consider when evaluating a business opportunity. (6 marks)

12. (a) Outline **four** factors that an entrepreneur should consider when choosing a method of product promotion. (4 marks)

    (b) Explain **three** guidelines that an entrepreneur should follow when working from home. (6 marks)

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