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**ICT, COMMUNICATION SKILLS  
 AND ENTREPRENEURSHIP**

Oct./ Nov. 2017

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN ENTREPRENEURIAL AGRICULTURE  
 DIPLOMA IN ENVIRONMENTAL SCIENCE AND TECHNOLOGY  
 DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT  
 DIPLOMA IN FASHION DESIGN AND CLOTHING TECHNOLOGY  
 DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT  
 DIPLOMA IN CHILD CARE AND PROTECTION  
 DIPLOMA IN TEXTILE TECHNOLOGY  
 DIPLOMA IN PETROLEUM GEOSCIENCE  
 DIPLOMA IN COUNSELLING  
 DIPLOMA IN FOOD SCIENCE AND PROCESSING TECHNOLOGY  
 DIPLOMA IN SUSTAINABLE AGRICULTURE AND RURAL DEVELOPMENT  
 DIPLOMA IN BAKING TECHNOLOGY**

**MODULE I**

**ICT, COMMUNICATION SKILLS AND ENTREPRENEURSHIP**

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*You should have the following for this examination:*

*Answer booklet;*

*Mathematical tables / a non programmable scientific calculator (fx-82).*

*This paper consists of **THREE** sections; **A, B and C.***

*Answer any **TWO** questions from section **A**, any **ONE** question from section **B** and any **TWO** questions from section **C** in the answer booklet provided.*

*Marks for each part of a question are 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 TWO questions from this section.*

1. (a) (i) Outline **four** benefits that were realised with the introduction of the fourth generation of computers.  
 (ii) Distinguish between analogue and digital computers. (8 marks)
- (b) Explain the function of each of the following keys on a computer keyboard:  
 (i) numeric keypad;  
 (ii) function keys. (4 marks)
- (c) Describe each of the following terms as used in word processing:  
 (i) autocorrect;  
 (ii) insertion point;  
 (iii) footer;  
 (iv) portrait orientation. (8 marks)
2. (a) Explain each of the following terms as used in spreadsheets:  
 (i) fill handle;  
 (ii) grid lines;  
 (iii) labels;  
 (iv) name box. (8 marks)
- (b) Outline **four** factors to consider when selecting computer software. (4 marks)
- (c) (i) Explain each of the following terms as used in presentation programs:  
 I. embedded object;  
 II. slide master.  
 (ii) State a circumstance where each of the following views in a presentation program are used:  
 I. slide sorter;  
 II. slide show. (8 marks)

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3. (a) Explain the function of each of the following components of a computer network:
- (i) server;
  - (ii) client;
  - (iii) transmission media.
- (6 marks)
- (b) Explain each of the following terms as used in the Internet
- (i) modem;
  - (ii) the web;
  - (iii) browser.
- (6 marks)
- (c) (i) Explain the meaning of the term 'firewall' as used in computer.
- (ii) Explain **three** ways in which antivirus software helps to secure a computer.
- (8 marks)

### SECTION B: COMMUNICATION SKILLS (20 marks)

*Answer any ONE question from this section.*

4. (a) List **six** types of information that may be included in a curriculum vitae. (3 marks)
- (b) Explain the purpose of each of the following documents in relation to a formal meeting:
- (i) the notice;
  - (ii) the agenda;
  - (iii) the chairman's agenda.
- (8 marks)
- (c) Outline **four** guidelines that should be followed when conducting a grievance interview. (4 marks)
- (d) State **five** factors that may hinder effective listening during a face to face conversation. (5 marks)

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5. (a) The position of workshop technician has fallen vacant in Metameta Enterprises. Draft an advertisement for the position to be placed in a local newspaper. (7 marks)
- (b) Paul intends to include illustrations in a business report. Outline **three** guidelines that he should follow to ensure the effectiveness of such illustrations. (3 marks)
- (c) Explain **three** uses of an organisation chart in an enterprise. (6 marks)
- (d) State **four** disadvantages of non-verbal communication. (4 marks)

**SECTION C: ENTREPRENEURSHIP (40 marks)**

*Answer any TWO questions from this section.*

6. (a) (i) Explain the meaning of a 'business name'.  
(ii) State **four** benefits that an entrepreneur may derive from registering a business name. (6 marks)
- (b) Explain **three** managerial functions that an entrepreneur should perform for the successful operation of an enterprise. (6 marks)
- (c) Explain **four** circumstances under which an employee of an organisation may be demoted. (8 marks)
7. (a) State **four** roles played by entrepreneurship in a country. (4 marks)
- (b) Explain **three** benefits that an organisation may derive from engaging in corporate social responsibility (CSR). (6 marks)
- (c) Explain **three** economic factors that may promote entrepreneurial development in a country. (10 marks)
8. (a) State **four** advantages of using computers in a business enterprise. (4 marks)
- (b) Identify **eight** early signs of HIV infection that an individual may experience. (4 marks)
- (c) Explain **six** reasons that make it necessary for an entrepreneur to develop a business plan. (12 marks)

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