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**ICT, COMMUNICATION SKILLS
AND ENTREPRENEURSHIP**

Oct./Nov. 2021

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 Child Care and Protection
Diploma in Catering and Accommodation Management
Diploma in Textile Technology
Diploma in Petroleum Geoscience
Diploma in Counselling
Diploma in Sustainable Agriculture and Rural Development
Diploma in Food Science and Processing Technology
Diploma in Applied Biology
Diploma in Analytical Chemistry
Diploma in Nutrition and Dietetics
Diploma in Baking Technology**

MODULE I

ICT, COMMUNICATION AND ENTREPRENEURSHIP

3 hours

INSTRUCTIONS TO CANDIDATES

You should have the following for this examination paper:

Answer booklet;

Mathematical table/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.*

Maximum marks for each part of a question are 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 (40 marks)

Answer any TWO questions from this section.

1. (a) Outline **four** functions of the control panel in a computer system. (4 marks)
- (b) **Figure 1** shows a network topology used to inter-connect computers in an organization.

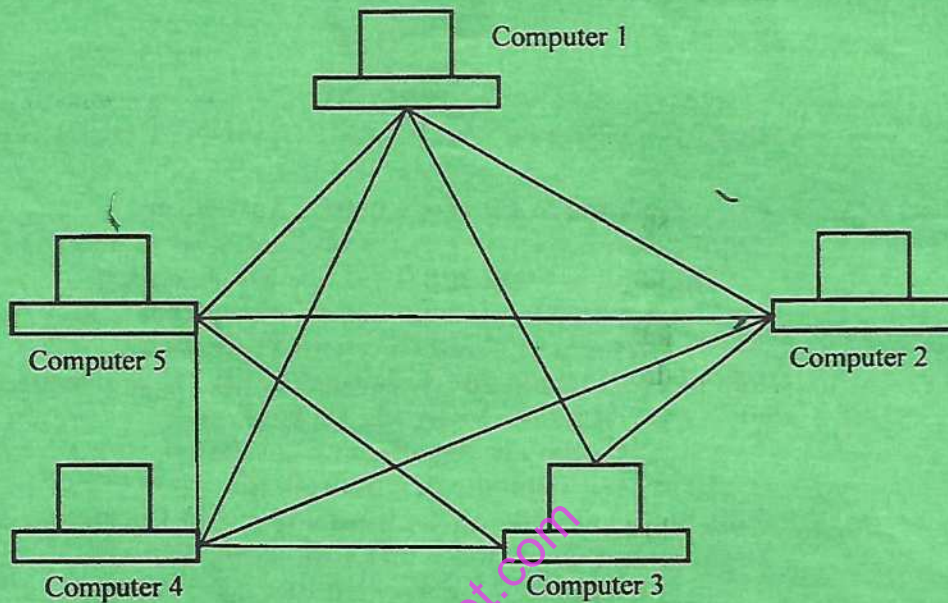


Fig. 1

- (i) Identify the network topology. (1 mark)
- (ii) State **four** benefits of using the network topology. (4 marks)
- (c) (i) Distinguish between downloading and uploading as used in the internet. (4 marks)
- (ii) Outline the function of each of the following features in an email program:
- I. compose; (1 mark)
 - II. BCC; (1 mark)
 - III. forward. (1 mark)
- (d) Outline **four** advantages of microcomputers. (4 marks)

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2. (a) (i) Distinguish between *sequential* file organization and *random* file organization as used in data processing.
 (ii) State **four** disadvantages of sequential file organization. (8 marks)

(b) Explain each of the following terms as used in spreadsheet charts:

- (i) legend;
 (ii) data range;
 (iii) embedded chart. (6 marks)

(c) Explain **three** advantages of the *off-the-shelf* software over *tailor made* software. (6 marks)

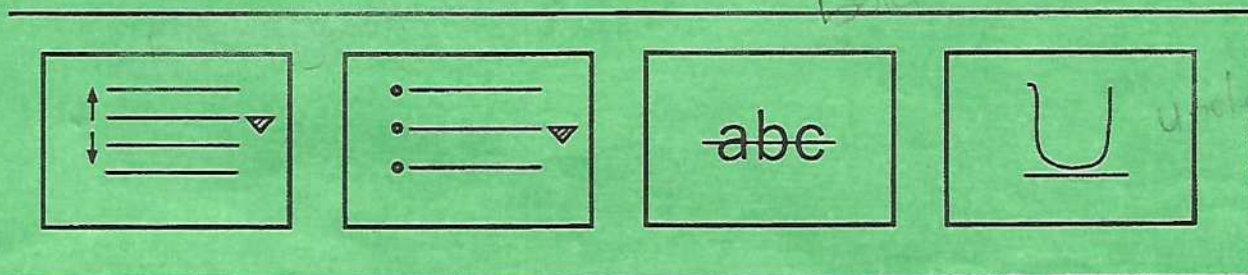
3. (a) Explain a circumstance under which the following mouse operation can be carried out in a computer:

- (i) double click;
 (ii) drag and drop;
 (iii) right click. (6 marks)

(b) With the aid of illustrations, explain each of the following word processing features:

- (i) hanging indent;
 (ii) justify alignment;
 (iii) in-margin drop cap. (6 marks)

(c) Figure 2 shows command icons used in presentation program. Study and use it to answer the question that follow.



- (i) (ii) (iii) (iv)

Explain the function of each icon. (8 marks)

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SECTION B: COMMUNICATION SKILLS (20 marks)

Answer any ONE question from this section.

4. (a) Stewa Enterprises is known for ineffective internal communication. State **four** indicators of such ineffective communication in the organization. (4 marks)
- (b) Feedback is an important element in the process of communication. State **four** reasons that may account for this importance. (4 marks)
- (c) Highlight **four** attributes of a good paragraph. (4 marks)
- (d) The management of Mambo Foods Limited has noted that majority of the production staff do not attend the departmental monthly meetings. As the production supervisor, write a memorandum to the staff requesting them to be attending the meetings. (8 marks)
5. (a) Peterson is scheduled to attend a job interview in a few weeks. State **four** mistakes that he may make in relation to dressing and grooming that may hinder his success. (4 marks)
- (b) Outline **four** circumstances under which a supervisor may prefer to use oral channels when communicating to the staff. (4 marks)
- (c) A newly established company recently started its business operations. As the communications assistant, you have been requested to design a form to be filled by the employees when they require to be absent from work. Design the form. (8 marks)
- (d) Outline **four** demerits of non-verbal communication. (4 marks)

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SECTION C: ENTREPRENEURSHIP (40 marks)

Answer any TWO questions from this section.

6. (a) Outline **four** features of a healthy employer-employee relationship. (4 marks)
- (b) Explain **three** measures that a business enterprise may take to control environmental pollution. (6 marks)
- (c) State **four** contents of the operation plan section of a business plan. (4 marks)
- (d) Explain **three** cultural practices that may promote the spread of HIV and AIDS in Kenya. (6 marks)
7. (a) Highlight **four** ways in which computers may enhance efficiency in a small business enterprise. (4 marks)
- (b) State **four** services that commercial banks offer to small business enterprises in Kenya. (4 marks)
- (c) An entrepreneur requires certain skills to operate a business effectively. Outline **four** such skills. (4 marks)
- (d) Explain **four** characteristics of a partnership form of business. (8 marks)
8. (a) Explain **two** ways in which religion may hinder the growth of entrepreneurship in a country. (4 marks)
- (b) Explain the difference between a business opportunity and a business idea. (4 marks)
- (c) State **four** activities that an entrepreneur may undertake when preparing to start a small business enterprise in Kenya. (4 marks)
- (d) Explain **four** benefits of electronic payment systems to a customer. (8 marks)

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