THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN MECHANICAL ENGINEERING (PRODUCTION)
DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN ELECTRICAL AND ELECTRONICS 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

Write your name and index number in the spaces provided above.
Sign and write the date of the examination in the spaces provided above.
This paper consists of THREE Sections; A, B and C.
Answer FOUR questions in Section A, question 6 (compulsory) and ONE other questions in Section B and THREE questions from Section C in the spaces provided in this question paper.
All questions carry equal marks.
Candidates should answer the questions in English.

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This paper consists of 16 printed pages
Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

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SECTION A: ICT (40 marks)

1. (a) State two advantages of using machine programming languages. (2 marks)

(b) Explain one consideration when selecting an operating system. (2 marks)

(c) With the aid of an example, outline the structure of an electronic mail address. (4 marks)

(d) Explain a circumstance under which the keyboard numeric keypad would be used. (2 marks)

2. (a) Outline the function of each of the following computer operating system commands:

(i) copy; (1 mark)

(ii) check disk. (1 mark)

(b) Distinguish between footnotes and endnotes in a word processing program. (2 marks)

(c) The management of Perfect Electronics intends to network computers in their premises. Outline two uses that the company would have for the network. (2 marks)

(d) Charlyn, a computer student intends to send a common letter to many recipients. Explain two word processing documents that she must create in order to achieve her objective. (4 marks)

3. (a) Explain the term hyperlink. (2 marks)

(b) Peter, a computer user was in the process of creating a chart in a spreadsheet program. List four types of charts that he would use. (2 marks)

(c) Figure 1 is an extract from a spreadsheet worksheet. Use it to answer the questions that follow.

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(i) Using cell references only; write a formula that would be used to compute each of the following:

(I) total cost of cement; (1 mark)

(II) total cost of all the items. (2 marks)

(ii) Given that any item whose quantity is below a 100 is assigned a “Reorder” otherwise “Ok” remark, write a formula using cell references only that would assign the correct remark for cement. (3 marks)

4. (a) Charles intends to create a DTP publication. Explain the function of each of the following facilities which he is likely to use:

(i) control palette; (2 marks)

(ii) toolbox. (2 marks)

(b) Figure 2 shows a section of the formatting tool bar in a word processing document. Use it to answer the question that follows.

Figure 2

State the function of each of the tools labeled (i) and (ii). (2 marks)

(c) Nicholson a computer technician has installed a hard disk in his computer. Explain two functions of this device. (4 marks)

5. (a) Outline two examples of computer buses. (2 marks)

(b) Explain the function of Read Only Memory (ROM) in a computer. (2 marks)

(c) Differentiate between a mouse and a hand held scanner. (4 marks)

(d) Grace created a table in a database program and is in the process of determining the primary key. Explain the importance of this key. (2 marks)
SECTION B: COMMUNICATION SKILLS (30 marks)

Answer question SIX and any other ONE question from this section.

6. (a) Feedback is a very important aspect of the communication process. State three techniques a manager of an organisation may use to make feedback more useful in an organisation. (3 marks)

(b) Explain two ways in which dress and appearance may positively influence communication. (2 marks)

(c) Bob Amani of Ushindi Metal Works has been charged with the responsibility of putting up notice boards in the organisation. Outline three factors he may consider when carrying out the task to ensure effective communication. (3 marks)

(d) State three benefits of grapevine communication in an organisation. (3 marks)

(e) Identify four items of ordinary business that may be included in an agenda of a meeting. (2 marks)

(f) Employees of organisations are increasingly using Short Message Service (SMS) to communicate to their superiors. State three disadvantages of this method of communication. (3 marks)

(g) Explain a situation in which a grievance interview may be conducted in an organisation. (2 marks)

(h) Distinguish between formal and informal communication. (2 marks)

7. (a) A computer can be used for a range of applications in an organisation. Identify four such uses. (4 marks)

(b) (i) Describe the formal procedure a chairman of a meeting may follow when starting a meeting. (2 marks)

(ii) Explain two reasons that make it necessary to follow the procedure in 7(b)(i). (4 marks)

8. (a) Distinguish between conclusions and recommendations sections in a formal report. (4 marks)

(b) Explain three reasons that make summary writing important in communication. (6 marks)
SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)

Answer any THREE questions from this section.

9. (a) Explain the following terms:
(i) entrepreneur; (2 marks)
(ii) intrapreneur. (2 marks)
(b) Outline two characteristics of a successful entrepreneur. (2 marks)
(c) Makini Youth Group comprises of fresh graduates from a local university. They intend to start a spare parts sales company. Explain two ways of matching entrepreneurial skills with the business they are venturing into. (2 marks)
(d) Gaswe is a women’s group based in Kajiado, Kenya. The group specialises in the making and sale of handcraft items. Explain four contributions of such a group towards national development. (4 marks)

10. (a) Outline two cultural practices associated with Kenyan entrepreneurs. (2 marks)
(b) Describe two components of the executive summary in a business plan. (2 marks)
(c) Discuss three myths associated with entrepreneurship. (3 marks)
(d) The use of information communication technology is critical for this success of any enterprise. Outline the three benefits that are associated with the use of information communication technology. (3 marks)

11. (a) State two sources of business ideas. (2 marks)
(b) Sole proprietorship is a form of business ownership which is preferred by small scale entrepreneurs. Explain four merits of sole proprietorship. (4 marks)
(c) With the aid of a diagram, explain four stages in the business life cycle. (4 marks)

12. (a) Tom would like to start a small business but has challenges sourcing for start up funds. Outline three sources of business startup funds. (3 marks)
(b) Maxima Company Limited deals with the sale of computer accessories. The management has decided to use a website to promote its sales. State three benefits of using the website to promote its sales. (3 marks)
(c) Jua Lako Company Limited produces electronic goods and requires business support services to enable it run smoothly. Outline four business support services. (4 marks)

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