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INFORMATION COMMUNICATION
TECHNOLOGY, COMMUNICATION SKILLS
AND ENTREPRENEURSHIP EDUCATION

June/ July 2022

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN CONSTRUCTION PLANT ENGINEERING
DIPLOMA IN MECHANICAL ENGINEERING
(PRODUCTION AND PLANT OPTIONS)

DIPLOMA IN ELECTRICAL AND ELECTRONICS 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 6 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) Computer networks have gained more popularity as compared to the mainframe computers:
- (i) distinguish between the mainframe computer and computer network;
 - (ii) state **two** reasons that may account for the popularity of computer networks. (4 marks)
- (b) State the function of each of the following keys on the computer keyboard:
- (i) Tab;
 - (ii) Esc;
 - (iii) Backspace. (3 marks)
- (c) Outline **three** utility programs that form part of a programming language. (3 marks)
2. (a) State the purpose of each of the following operations on a computer hard disk:
- (i) scanning;
 - (ii) formatting;
 - (iii) labeling. (3 marks)
- (b) Highlight **two** risks that may be associated with lack of data privacy in an organization. (2 marks)
- (c) State **two** measures that may be taken to detect computer crimes in an organization. (2 marks)
- (d) Joan has a bulleted list typed using a word processing application. State the steps that she should follow to format the list into three columns with a vertical line separating the columns. (3 marks)
3. (a) Explain the importance of using macros in a spreadsheet document. (2 marks)
- (b) Outline the steps that should be followed to create a pie chart in a spreadsheet package. (4 marks)

- (c) State the formula that would be used to compute each of the following in a table created using a word processing application:
- (i) total of a column of values;
 - (ii) total of a row of values;
 - (iii) mean score in a column of scores;
 - (iv) multiplication of two values in a row.
- (4 marks)
4. (a) Outline the procedure followed when sending an electronic mail that contains an attachment. (6 marks)
- (b) A trainee intends to create a database table. State **four** basic specifications that the trainee should provide during the process. (4 marks)
5. (a) Some organizations require job applications to be sent via email. State **two** reasons that may have influenced this requirement. (2 marks)
- (b) Explain the circumstances under which each of the following view options is appropriate in a presentation program.
- (i) slide show;
 - (ii) reading view;
 - (iii) normal view.
- (6 marks)
- (c) State the purpose of each of the following features in a desktop publishing package:
- (i) bring forward;
 - (ii) send backward.
- (2 marks)

SECTION B: COMMUNICATION SKILLS (30 marks)

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

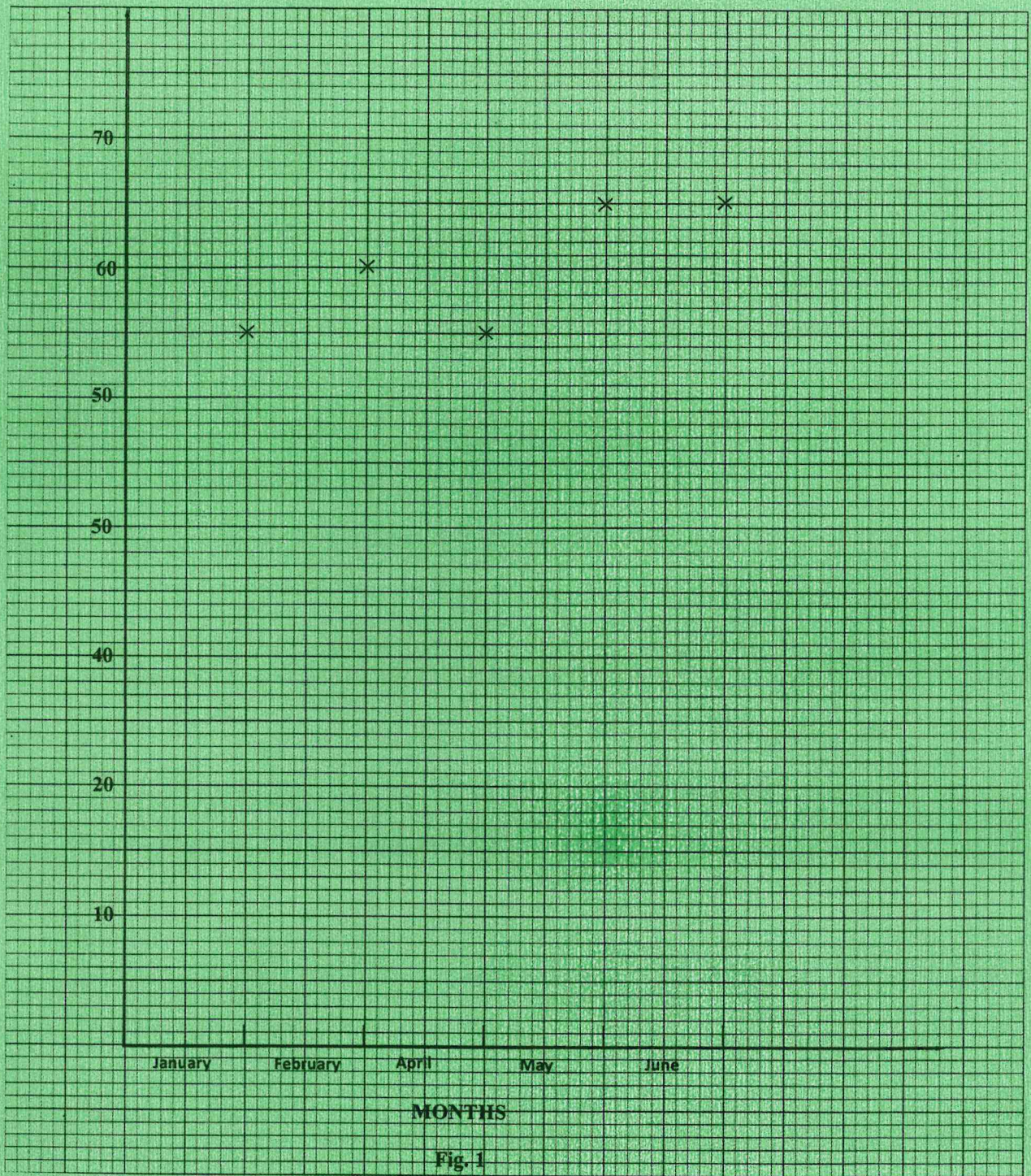
6. (a) State **three** indicators of a poorly summarized passage. (3 marks)
- (b) Outline **three** reasons that make it necessary to write business reports in an organization. (3 marks)
- (c) With respect to workplace communication, outline **three** challenges that may be associated with working from home. (3 marks)

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Turn over

- (d) The communication Assistant at Wetu works Limited is drafting an advertisement for a vacant position. Outline **four** types of information that may be contained in this advertisement. (4 marks)
- (e) Highlight **three** situations that may require a person to observe protocol in an organization. (3 marks)
- (f) Certain strategies may be adopted when handling know-it-all customers to retain them in a business. Explain **two** such strategies. (4 marks)
7. (a) Figure 1 shows a graph contained in a business report. Identify the shortcomings that make the graph ineffective as a means of communication. (3 marks)
- (b) State **three** consequences of ineffective external communication in an organization. (3 marks)
- (c) The safety committee at Pety Engineering Limited intends to hold its quarterly meeting in a few weeks. As the secretary to the committee, draft the notice of the meeting to be circulated to the members. (4 marks)
8. (a) Identify the steps that constitute the process of communication. (3 marks)
- (b) Outline **three** activities that may be carried out in an organization in preparation for conducting recruitment interviews. (3 marks)
- (c) Distinguish between lateral communication and vertical communication. (4 marks)



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SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)

*Answer any **THREE** questions from this section.*

9. (a) Some young graduates prefer to take up salaried employment. State **three** reasons that may account for such preference. (3 marks)
- (b) Outline **three** cultural factors that may hinder the growth of entrepreneurship in a country. (3 marks)
- (c) Outline **four** criteria that an entrepreneur may use to evaluate a business opportunity. (4 marks)
10. (a) List **three** bases on which entrepreneurs may be classified. (3 marks)
- (b) State **three** requirements that a suitable business location should meet. (3 marks)
- (c) State **four** reasons that make it necessary to keep records in an organization. (4 marks)
11. (a) Davik Enterprises operates in a local community in Kenya. State **four** responsibilities of the enterprise towards the members of the community. (4 marks)
- (b) Identify **three** sections that constitute a business plan. (3 marks)
- (c) State **three** challenges that may be associated with the use of Information Communication Technology (ICT) in a small business enterprise. (3 marks)
12. (a) Explain each of the following terms as used in entrepreneurship:
- (i) entrepreneurial culture;
- (ii) enterprise social responsibility. (4 marks)
- (b) Distinguish between an entrepreneur and an entrepreneur. (4 marks)
- (c) The management of Turkey works Limited has noticed that the employees are demotivated. Outline **two** measures that may be taken to address this situation. (2 marks)

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