

SECTION A: ICT (40 marks)

Answer any **TWO** questions from this section on the spaces provided after each question.

1. (a) Explain the function of each of the following parts of a Central Processing Unit (CPU). (6 marks)

(i) Control Unit

(ii) Arithmetic Logic Unit

(iii) Registers

- (b) (i) State **four** examples of microcomputers. (2 marks)

- (ii) With the aid of diagrams, distinguish between analog and digital computers. (6 marks)

- (c) Jane, an ICT technician, has been mandated to acquire computer monitors for her college. Explain **three** factors that she has to consider in the process. (6 marks)

2. (a) A college intends to use a computer to aid in the organisation of inter-college drama festival.

- (i) Name **three** types of software applications which could be used in the computer, explain the use in each case. (6 marks)

- (ii) Explain the use of each of the three types of software applications in 2(i) above. (3 marks)

- (b) Explain **three** advantages of using off-the-self software as opposed to tailor made software. (6 marks)

(c) (i) State **two** ways of preventing a computer from getting a virus.

(ii) Identify **three** types of threats, other than viruses, to data stored in computer systems. (3 marks)

3. (a) A college library is to be computerised and the librarian is expected to type in all data about the books in the library. He will be typing in data for long periods.

(i) Identify **two** potential health problems that could affect the librarian. (2 marks)

(ii) State how the above potential health problems in (i) above could be prevented. (4 marks)

(b) State **two** examples of word-processing formattings in each of the following categories: (3 marks)

(i) character

(ii) paragraph

(iii) page

- (c) Identify **three** printer properties that can be set in a print dialogue box in a spreadsheet program. (3 marks)

- (d) A college web site contains details of all home works set by lecturers. Learners can use the computers at home to do their homework and post their answers back using e-mail.

- (i) State **two** advantages of learners using this method. (4 marks)

- (ii) State **two** challenges that may arise from students using the internet at home. (4 marks)

SECTION B: COMMUNICATION SKILLS (20 marks)

Answer any ONE question from this section, in the spaces provided after each question.

4. (a) (i) State **two** benefits that an organisation may derive from grapevine communication. (2 marks)

- (ii) Outline **four** qualities of a good report. (4 marks)

(b) Describe each of the following documents used in meetings:

(i) notice

(2 marks)

(ii) agenda

(2 marks)

(iii) minutes

(2 marks)

(c) Explain **four** reasons that make it necessary to summarise written information.

(8 marks)

5. (a) Distinguish between visual and audio-visual communication.

(4 marks)

(b) (i) State **four** considerations an interviewer makes when preparing a room for an interview. (4 marks)

(ii) Outline **four** reasons that make an organisation write letters of complaints to suppliers. (4 marks)

(c) Identify **six** barriers to effective listening in a communication situation. (3 marks)

(d) (i) State **three** roles of feedback in the process of communication. (3 marks)

(ii) Managers of organisations often communicate to their juniors by giving orders. Outline **two** characteristics of an effective order. (2 marks)

SECTION C: ENTREPRENEURSHIP (40 marks)

Answer any **TWO** questions from this section, in the spaces provided after each question.

6. (a) Outline **five** myths associated with entrepreneurship. (5 marks)

- (b) State **five** ways in which enterprises portray their responsibility towards employees. (5 marks)

- (c) Explain **five** cultural factors that inhibit entrepreneurial development. (10 marks)

7. (a) (i) Outline **three** rules that an entrepreneur should follow to obtain business ideas during a brainstorming session. (3 marks)

- (ii) State **four** roles played by an entrepreneur in a business. (4 marks)

- (b) List **five** benefits that an entrepreneur may derive from preparing a cash budget for an enterprise. (5 marks)

- (c) Explain the meaning of the following terms as used in entrepreneurship:

- (i) entrepreneurial culture (2 marks)

- (ii) business opportunity (2 marks)

- (iii) creativity (2 marks)

- (iv) e-commerce (2 marks)

8. (a) Outline the **four** stages of a business life cycle.

(b) Outline **three** interventions that may be put in place to encourage women entrepreneurs.
(6 marks)

(c) Explain **five** ways in which HIV/AIDS has negatively impacted on entrepreneurship.
(10 marks)
