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ICT, COMMUNICATION SKILLS  
AND ENTREPRENEURSHIP  
Oct./Nov. 2016  
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 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 paper:*

*An answer booklet;*

*A mathematical tables/a non programable 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/section are indicated.*

*Candidates should answer the questions in English.*

**This paper consists 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: ICT (40 marks)

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

1. (a) (i) Define the term *computer*. (2 marks)
- (ii) Distinguish between the terms *hardware* and *software* giving an example in each case. (6 marks)
- (b) (i) Outline **three** ways in which a user can manipulate a table created using a word processor. (3 marks)
- (ii) Outline the documents that may be created when performing a mail merge in a word processor. (3 marks)
- (c) Explain the following terms as used in the internet:
- (i) browser; (2 marks)
- (ii) search engine; (2 marks)
- (iii) universal resource locator. (2 marks)
2. (a) Outline the reasons for using a template to create document in a presentation. (1 mark)
- (b) Explain **two** requirements needed to make a micro computer function as a multimedia machine. (4 marks)
- (c) Explain the settings that can be done in the control panel section of an operating system in order to change the display. (6 marks)
- (d) By using relevant examples in each case, explain how each of the following constitutes a threat to data in a computer:
- (i) natural disaster; (3 marks)
- (ii) power failure; (3 marks)
- (iii) viruses. (3 marks)
3. (a) State the function of each of the following computer mouse buttons:
- (i) right; (2 marks)
- (ii) scroll wheel. (2 marks)

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- (b) The following is an extract from a spreadsheet program. Use it to answer the questions that follow.

	A	B	C	D
1.	ITEM	COST PER UNIT	NUMBER	COST
2.	Pens	15	100	
3.	Exercise books	60	40	
4.	Rulers	30	40	
5.	Rubbers	20	40	

- (i) State a formula that uses references only to determine the number of categories of items. (2 marks)
- (ii) State the appropriate data type for each column in the worksheet. (2 marks)
- (iii) State a formula that uses references only to find:
- I. the cost of pens; (2 marks)
  - II. the cost of all the items. (2 marks)
- (c) (i) Explain the function of each of the following components in a computer network:
- I. firewall; (2 marks)
  - II. computer server. (2 marks)
- (ii) A college opted to establish a wireless local area network (WLAN). Outline two benefits that the college may derive from using this network approach. (4 marks)

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

*Answer any ONE question from this section.*

4. (a) Explain the meaning of effective communication. (2 marks)
- (b) Outline **four** essential qualities of an effective interviewer. (2 marks)
- (c) State **four** problems that may be associated with using a telephone for communication. (4 marks)
- (d) Meetings make an important contribution in business communication. Outline **four** reasons that may account for this importance. (4 marks)
- (e) Explain **four** organization-related barriers to effective communication. (8 marks)
5. (a) Outline **four** guidelines that should be followed when preparing visual aids for a presentation. (4 marks)
- (b) State **four** limitations of non-verbal communication. (4 marks)
- (c) Organisations are increasingly using email for business communication. Outline **four** reasons that may account for this increased use. (4 marks)
- (d) Highlight **four** characteristics of a good business report. (4 marks)
- (e) Outline **four** negative effects of technology in an organization. (4 marks)

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

*Answer any TWO questions from this section.*

6. (a) Outline **four** benefits that an individual may derive from being an entrepreneur. (4 marks)
- (b) Explain **three** advantages of using business experience as a source of business idea. (6 marks)
- (c) Explain **five** benefits that may be associated with the adoption of e-procurement in an organisation. (10 marks)
7. (a) Highlight **four** political factors that may suppress entrepreneurship in an economy. (4 marks)
- (b) Outline **four** challenges that may lead to failure of a new enterprise. (4 marks)
- (c) State **four** effects of ethical behaviour on an organisation. (4 marks)
- (d) Explain **four** factors that a bank should consider when advancing giving a loan to a business. (8 marks)
8. (a) State **four** strategies that the management of an organisation may adopt to create and build an entrepreneurial culture among its employees. (4 marks)
- (b) Explain **two** benefits of globalization to an organization. (4 marks)
- (c) Outline **four** functions that may be attributed to an entrepreneur as a decision maker in an organisation. (4 marks)
- (d) Explain **four** indicators of Acquired Immunodeficiency Syndrome (AIDS) in an individual. (8 marks)

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