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ICT, COMMUNICATION SKILLS

AND ENTREPRENEURSHIP

June/July 2017

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 FOOD SCIENCE AND PROCESSING TECHNOLOGY

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 table/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 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) State **two** advantages of using optical media as ICT secondary storage devices. (2 marks)
- (ii) State **four** examples of ICT optical media. (2 marks)
- (b) Distinguish between an *impact* printer and a *non impact* printer. (4 marks)
- (c) (i) Outline **four** ways in which a user can manage files using an operating system. (2 marks)
- (ii) Explain the function of each of the following features of a central panel in an operating system:
- (I) fonts; (2 marks)
- (II) user accounts; (2 marks)
- (III) program and features; (2 marks)
- (IV) date and time. (2 marks)
- (d) State **four** forms of threats that may be observed over the internet. (2 marks)
2. (a) Outline **four** advantages of using computers in a business environment. (4 marks)
- (b) Explain the function of each of the following features in a word processor:
- (i) orientation; (2 marks)
- (ii) watermark. (2 marks)
- (c) Hellen was tasked to identify a software to install in a computer. State **six** factors that she should consider when purchasing the appropriate software. (6 marks)
- (d) Explain the meaning of each of the following errors in a spreadsheet program:
- (i) ##### ; (2 marks)
- (ii) #REF! ; (2 marks)
- (iii) #DIV/0! . (2 marks)

3. (a) Figure 1 shows the query interface obtained when a database file was manipulated. Use it to answer the questions that follow:

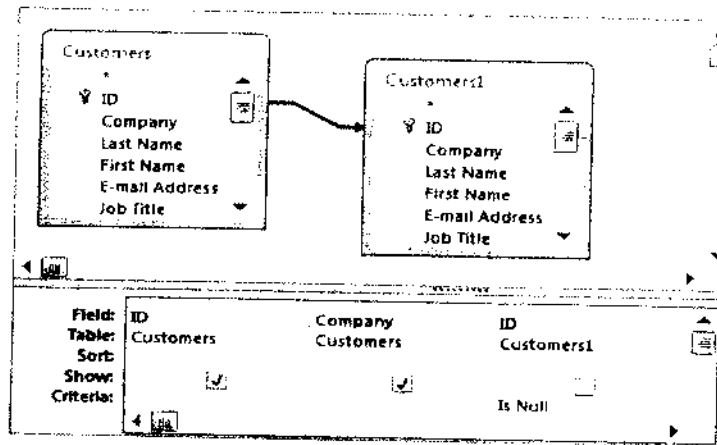


Figure 1

- (i) state the tables in the database ; (2 marks)
- (ii) by giving a reason , state the type of relationship used ; (3 marks)
- (iii) Describe the output from the query. (3 marks)
- (b) Explain the function of each of the following print options in a print dialog box of a presentation program:
- (i) copies. (2 marks)
- (ii) slides. (2 marks)
- (iii) collated. (2 marks)
- (c) With the aid of a diagram in each case, describe each of the following network topologies used in a computer network:
- (i) star topology; (3 marks)
- (ii) bus topology. (3 marks)

SECTION B: COMMUNICATION SKILLS (20 marks)

Answer any ONE question from this section.

4. (a) A good paragraph is an important aspect in written communication. Explain **two** components of such a paragraph. (4 marks)
- (b) Outline **four** disadvantages of using telephone for business communication. (4 marks)
- (c) Explain the meaning of each of the following phrases as used in meetings:
- (i) call to order;
- (ii) point of order. (4 marks)
- (d) The management of Podim Enterprises intend to open a new shop in a month's time. As the communications Assistant. Write a letter to the Enterprise's customers informing them about this new development. (8 marks)
5. (a) Outline **four** demerits of written communication. (4 marks)
- (b) State **six** mistakes that an interviewer may make during an interview. (6 marks)
- (c) Explain **five** guidelines that the communication Assistant of an organisation should follow to ensure effective communication. (10 marks)

SECTION C: ENTREPRENEURSHIP (40 marks)

Answer any TWO questions from this section.

6. (a) State **four** problems that may be associated with being salaried employed. (4 marks)
- (b) Outline **four** interpersonal skills that a good entrepreneur should possess. (4 marks)
- (c) Highlight **four** roles played by an entrepreneur before the establishment of an enterprise. (4 marks)
- (d) Explain **four** factors that may influence the location of a business enterprise. (8 marks)
7. (a) Outline **four** criteria used to evaluate a business opportunity. (4 marks)
- (b) Explain the way in which each of the following may inhibit entrepreneurial development in a country:
- (i) religion;
- (ii) attitude towards innovations;
- (iii) technology. (6 marks)
- (c) Most enterprise managers are increasingly sharing the organisational objectives with their employees. Explain **three** reasons that may account for this practice. (6 marks)
- (d) Explain the importance of each of the following components of a business plan:
- (i) executive summary;
- (ii) production plan. (4 marks)
8. (a) (i) Distinguish between Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS). (4 marks)
- (ii) Outline **four** signs and symptoms of AIDS in a human being. (4 marks)
- (b) Explain **four** positive contributions of Information Communication Technology in an enterprise. (8 marks)
- (c) Outline **four** measures that the management of an enterprise may take to demonstrate responsibility to the environment. (4 marks)

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