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**ICT, COMMUNICATION SKILLS  
AND ENTREPRENEURSHIP**

June/July 2019

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 Child Care and Protection
- Diploma in Catering and Accommodation Management
- Diploma in Textile Technology
- Diploma in Petroleum Geoscience
- Diploma in Counselling
- Diploma in Sustainable Agriculture and Rural Development
- Diploma in Food Science and Processing Technology
- Diploma in Applied Biology
- Diploma in Analytical Chemistry
- Diploma in Nutrition and Dietetics
- 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:*

*Answer booklet;*

*Mathematical tables / a non-programmable scientific calculator.*

*This paper consists of **THREE** sections; **A, B** and **C**.*

*Answer any **TWO** questions in Section **A**, any **ONE** question in Section **B** and any **TWO** questions in 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 of 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) State the cause of each of the following computer related occupational problems:

- (i) back pain;
- (ii) headache;
- (iii) eye strain.

(3 marks)

(b) (i) Distinguish between *softcopy* output and *hardcopy* output.  
 (ii) With reference to b(i), state **one** example of an output device in each case.

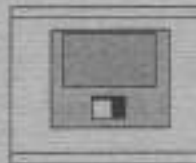
6 marks)

(c) (i) Identify each of the following icons used in word processing:

I



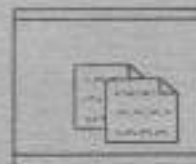
II



III



IV



(ii) State the function of each of the icons in c(i).

(8 marks)

(d) State **three** examples of micro computers.

(3 marks)

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2. (a) Explain **three** differences between a local area network (LAN) and a wide area network (WAN). (6 marks)
- (b) Outline **four** benefits of using a database in an organization. (4 marks)
- (c) Explain **three** types of ports available on a computer system unit. (6 marks)
- (d) Explain the purpose of each of the following views in presentation software:
- (i) slide sorter view;
- (ii) slide show view. (4 marks)
3. (a) Outline **six** measures that an organization may take to control the spread of computer viruses. (6 marks)
- (b) Explain **two** cell referencing styles used in spreadsheets. (4 marks)
- (c) Explain each of the following terms as used in internet:
- (i) web browser;
- (ii) surf. (4 marks)
- (d) Table I shows the inventory for Baker hardware Ltd. created using a spreadsheet.

Table I

	A	B	C	D	E	F
1	PRODUCT	NO. OF UNITS IN STOCK	COST PER UNIT (SH)	UNITS SOLD	TOTAL SALES	CLOSING STOCK
2	Nails	100	250	73		
3	Cement	670	800	415		
4	Paint	80	1200	42		
5	Iron sheets	188	330	172		

Write the appropriate expression to determine the following:

- (i) total sales for cement;
- (ii) closing stock for iron sheets;
- (iii) product with the highest number of units sold.

(6 marks)

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## SECTION B: COMMUNICATION SKILLS (20 marks)

Answer any **ONE** question from this section.

4. (a) Explain each of the following phrases as used in a meeting:
- (i) minutes taken as read;
  - (ii) speaking through the chair;
  - (iii) point of order.
- (6 marks)
- (b) State **four** factors that may determine the content of a speech. (4 marks)
- (c) Outline **four** types of information that may be contained in the title page of a report. (4 marks)
- (d) Explain **three** measures that the management of an organisation may take to encounter feedback from the employees. (6 marks)
5. (a) State **four** limitations of using a white board during a business presentation. (4 marks)
- (b) State **four** objectives that the management of an organisation may seek to achieve through effective internal communication. (4 marks)
- (c) Explain each of the following principles of effective communication:
- (i) coherence;
  - (ii) concreteness.
- (4 marks)
- (d) You intend to quit your current employment at Netas Limited. Write a resignation letter to the employer. (8 marks)

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## SECTION C : ENTREPRENEURSHIP (40 marks)

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

6. (a) State **four** disadvantages of being self employed. (4 marks)
- (b) Outline **six** limitations of a budget in a business enterprise. (6 marks)
- (c) Explain **five** sources of business ideas available to an entrepreneur. (10 marks)
7. (a) State **four** reasons that may make it necessary for an entrepreneur to generate a business idea. (4 marks)
- (b) Explain **three** factors that may hinder the growth of entrepreneurial culture in a community. (6 marks)
- (c) Explain **five** disadvantages of business planning. (10 marks)
8. (a) Explain each of the following types of entrepreneurs:
- (i) pattern multipliers;
- (ii) acquirers. (4 marks)
- (b) Explain **three** indicators of a declining business. (6 marks)
- (c) Explain **five** benefits that may accrue to an organisation that engages in corporate social responsibility (CSR). (10 marks)

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