

2428/104
COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY
June/July 2016
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
(SOCIAL WORK OPTION)
MODULE I

COMMUNICATION SKILLS AND INFORMATION TECHNOLOGY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of TWO sections; A and B.
Answer TWO questions from section A and TWO questions from section B.
Answer any ONE question from either section A or B.
Write ALL your answers in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 3 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: COMMUNICATION SKILLS

Answer at least TWO questions from this section.

1. (a) Grapevine is an informal communication network, which ignores formal channels of communication and spreads rumours and gossips at all levels of an organisation. Explain **six** different ways in which an organization can use grapevine to supplement the formal channels of communication. (12 marks)
- (b) Highlight **four** physical barriers to effective communication. (8 marks)
2. (a) The company you work for intends to have a policy using visual aids in communication. As an assistant office manager, explain to the manager **five** benefits of using visual communication in the office. (10 marks)
- (b) Describe **five** characteristics of a good speech. (10 marks)
3. (a) Summarise **six** main components of a business letter. (12 marks)
- (b) Highlight **four** visual aids often used to help audiences of informative and persuasive speeches understand the topic being presented. (8 marks)
4. (a) (i) Distinguish between “minutes of resolution” and “minutes of narration”. (4 marks)
- (ii) Explain **three** characteristics of a good report. (6 marks)
- (b) Explain **five** preparations an interviewer must make before an interview. (10 marks)

SECTION B: INFORMATION TECHNOLOGY

Answer at least TWO questions from this section.

5. (a) Explain **six** steps of adding video effect to slide show. (12 marks)
- (b) Distinguish between the following modes of data processing:
 - (i) real time and distributed; (4 marks)
 - (ii) on-line and time sharing. (4 marks)
6. (a) Explain **five** stages on how you will add a graphic to a word document. (10 marks)
- (b) Describe **five** positive disadvantages of organization XYZ using e-mails as a new technology. (10 marks)

7. (a) Explain **five** functions of operating system in rendering services to the user. (10 marks)
- (b) Summarise **five** advantages of Local Area Network (LAN) as one of the network components. (10 marks)
8. (a) Highlight **six** positive impacts of mobile phones as a part of information communication technology in society initiatives. (12 marks)
- (b) Outline **four** steps of copying a file by use of Windows Explorer. (8 marks)

THIS IS THE LAST PRINTED PAGE.

<http://college.manyamfranchise.com>