

2902/103B, 2903/103B, 2906/103B

2908/103B, 2909/103B, 2912/103B

2918/103B, 2921/103B, 2922/103B

INFORMATION COMMUNICATION TECHNOLOGY (Practical)

Paper 2

November 2013

Time: 1 hour



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SALES AND MARKETING
DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN HUMAN RESOURCES MANAGEMENT
DIPLOMA IN ROAD TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN PETROLEUM MANAGEMENT
DIPLOMA PROJECT MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Practical)

Paper 2

1 hour

INSTRUCTIONS TO CANDIDATES

*You have **ten** minutes to read the instructions and questions before starting the examination.*

Any problem with the computer should be reported to the invigilator immediately.

Direct any question(s) to the invigilator only.

Conversing with fellow students may lead to disqualification.

*Write your **name** and **index number** on the Rewritable CD.*

*Type **your name** as a header on each sheet of paper used.*

*This paper consists of **TWO** tasks. Perform the **TWO** tasks.*

*Each task carries **20** marks.*

Read the instructions of each task carefully.

*Print on **one** side of the paper(s) only and use a fresh sheet of paper for each task.*

*Hand over your printed work and the **Rewritable CD** to the invigilator at the end of the examination.*

Candidates should answer the questions in English

This paper consists of 6 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

SPECIFIC INSTRUCTIONS TO CANDIDATES

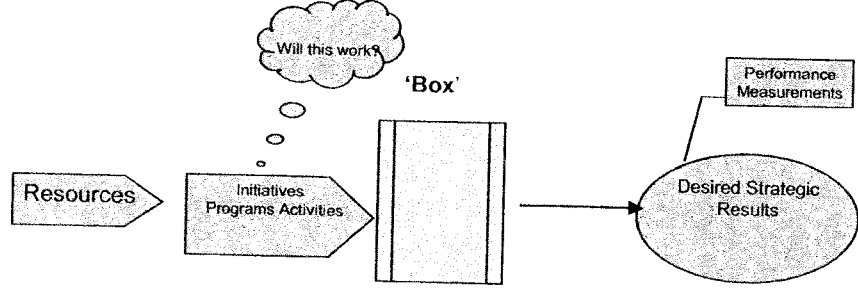
1. Create a folder named **KNECEXAM** on the desktop to store all the work done in this paper.
2. Ensure that the folder name **KNECEXAM** is burnt onto the **rewritable CD** at the end of the examination.

<http://college.manyamfranchise.com/>

TASK 1

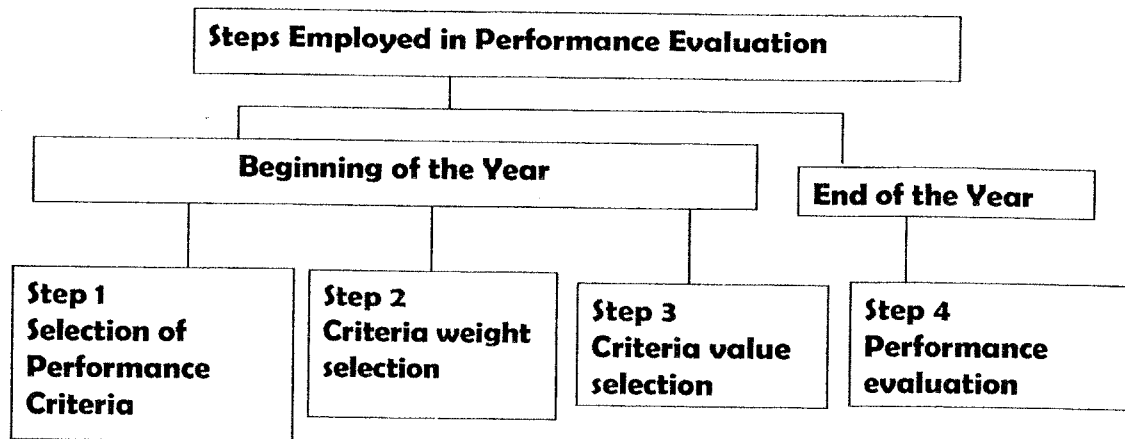
- (a) Open a presentation program and create a presentation document using the details provided in the following table. Use appropriate slide layout in each case. Save the presentation as *Task1* in the **KNECEXAM** folder. (13 marks)

Slide No.	Details
1	<p style="text-align: center;">FEOR ROAD TRANSPORT COMPANY LTD.</p> <p style="text-align: center;">PERFORMANCE EVALUATION</p> <p style="text-align: center;">By Gregory Martins Human Resources Manager</p>
2	<p>INTRODUCTION TO PC</p> <ul style="list-style-type: none"> • Performance Evaluation is the most critical stage in the process of performance contracting. • Why? <ul style="list-style-type: none"> - It is the culmination of the process of performance contracting; - The outcome of the process is the composite score which; <ul style="list-style-type: none"> - makes it possible to compare the performance of one organization with that of the others; - sorts out performers from the rest; - forms the basis for ranking.
3	<p>CONT..</p> <ul style="list-style-type: none"> • Performance evaluation is measurement of the extent to which public agencies and managers achieve their negotiated performance targets • Describe the Measurement Technique: • How will we determine how well we are doing? • Establish Targets/Thresholds
4	<p>INDIRECT PERFORMANCE MEASURES</p> <ul style="list-style-type: none"> • Indirect Measures => how to assess success when we cannot measure the result directly: <ul style="list-style-type: none"> - <i>Correlation with desired result</i> → If desired result improves, the indirect measure does also - <i>Contribution to desired result</i> → If A & B occur, the result will be C

5	<p>MONITORING STRATEGIC RESULTS</p>  <ul style="list-style-type: none"> • We aren't sure what is in the box, but we believe that by doing certain specific actions we will get the desired result. • This belief is a strategy. • The only way to validate this belief is by performance measurement 												
6	<p>PERFORMANCE MEASURE</p> <table border="1" data-bbox="422 840 805 1108"> <thead> <tr> <th>Department</th> <th>Measure (%)</th> </tr> </thead> <tbody> <tr> <td>Finance</td> <td>50</td> </tr> <tr> <td>HRM</td> <td>65</td> </tr> <tr> <td>Sales</td> <td>76</td> </tr> <tr> <td>Procurement</td> <td>35</td> </tr> </tbody> </table>	Department	Measure (%)	Finance	50	HRM	65	Sales	76	Procurement	35		
Department	Measure (%)												
Finance	50												
HRM	65												
Sales	76												
Procurement	35												
7	<p>METHODOLOGY FOR PERFORMANCE EVALUATION</p>												
8	<p>CRITERIA VALUES</p> <ul style="list-style-type: none"> • Criteria values give an indication of the level of performance expected for each criterion. They distinguish levels of excellence in performance. • Criteria values have been incorporated in performance contracts in the form of a 5-point scale as indicated below:- <table data-bbox="486 1534 901 1747"> <thead> <tr> <th>Criteria Value</th> <th>Attribute</th> </tr> </thead> <tbody> <tr> <td>1.00 - 1.49</td> <td>Excellent</td> </tr> <tr> <td>1.50 - 2.49</td> <td>Very Good</td> </tr> <tr> <td>2.50 - 3.49</td> <td>Good</td> </tr> <tr> <td>3.50 - 3.59</td> <td>Fair</td> </tr> <tr> <td>3.60 - 5.00</td> <td>Poor</td> </tr> </tbody> </table>	Criteria Value	Attribute	1.00 - 1.49	Excellent	1.50 - 2.49	Very Good	2.50 - 3.49	Good	3.50 - 3.59	Fair	3.60 - 5.00	Poor
Criteria Value	Attribute												
1.00 - 1.49	Excellent												
1.50 - 2.49	Very Good												
2.50 - 3.49	Good												
3.50 - 3.59	Fair												
3.60 - 5.00	Poor												
9	<p>END</p>												

(b) Create the following diagram in slide 8.

(3 marks)



(c) Apply slide transition of your choice on all the slides in the presentation.

(1 mark)

(d) Save the changes to print out later handouts with three slides per page.

(3 marks)

<http://college.manyamfranchise.com/>

TASK 2

- (a) Open a spreadsheet program and create the following worksheet as it appears. Save the workbook as *Task2* in the **KNECEXAM** folder. (5 marks)

	A	B	C	D	E
1	FEOR ROAD TRANSPORT COMPANY LTD				
2	Sales for July 2013				
3	Category	Item Description	Quantity	Percentage	Comment
4	Stationery	Textbooks	50		
5	Stationery	Mark Pens	1200		
6	Stationery	Rulers	400		
7	Stationery	Biropens	700		
8	Grocery	Vegetables	200		
9	Grocery	Mangoes	3000		
10	Grocery	Onions	1000		
11	Grocery	Oranges	300		
12	Cereals	Dry Maize	3000		
13	Cereals	Beans	1300		
14	Cereals	Peas	400		
15	Cereals	Sorghum	60		
16					
17					
18					

- (b) (i) Copy the contents of sheet1 to sheet2. (1 mark)
- (ii) Rename *sheet1* and *sheet2* as *Original* and *Changed* respectively. (1 mark)
- (c) Using cell addresses only, determine the following in the *changed* sheet:
- (i) Total quantity for each category; (3 marks)
- (ii) Grand total quantity; (1 mark)
- (iii) Percentage quantity of each item in each category in respect to the grand total quantity. (3 marks)
- (d) Create a *clustered bar* chart to represent the quantity of each item in the categories. Label the chart appropriately. (3 marks)
- (e) Save the changes to print out later:
- (i) the original sheet;
- (ii) *changed* sheet showing the formulae used instead of values;
- (iii) the chart. (3 marks)