

2501/101 2508/101 2602/101 2707/101
2502/101 2509/101 2603/101 2709/101
2503/101 2601/101 2705/101 2710/101

**INFORMATION COMMUNICATION
TECHNOLOGY, COMMUNICATION SKILLS
AND ENTREPRENEURSHIP EDUCATION**

June/July 2016

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN MECHANICAL ENGINEERING
(PRODUCTION), (PLANT OPTION)
DIPLOMA IN AUTOMOTIVE ENGINEERING
DIPLOMA IN WELDING AND FABRICATION
DIPLOMA IN MECHANICAL ENGINEERING
(CONSTRUCTION PLANT OPTION)
DIPLOMA IN ELECTRICAL AND ELECTRONICS ENGINEERING
(POWER, TELECOMMUNICATIONS AND INSTRUMENTATION OPTIONS)
DIPLOMA IN BUILDING
DIPLOMA IN CIVIL ENGINEERING
DIPLOMA IN ARCHITECTURE**

MODULE I

**INFORMATION COMMUNICATION TECHNOLOGY, COMMUNICATION
SKILLS AND ENTREPRENEURSHIP EDUCATION**

3 hours

INSTRUCTIONS TO CANDIDATES

You should the following for this examination:

Answer booklet;

Non programmable scientific calculator.

*This paper consists of **THREE** sections; **A, B** and **C**. Answer the questions as follows:*

- ***FOUR** questions from section **A**;*
- ***Question 6 (compulsory)** and any other question from section **B**;*
- ***THREE** questions from section **C**.*

Maximum marks for each part of a question are indicated.

Candidates should answer the questions in English.

This paper consists of 4 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 FOUR questions in this section.

1. (a) State **four** devices that are required for internet connectivity in a learning institution. (4 marks)
- (b) Outline **three** ways in which configuration information may be stored in a motherboard. (3 marks)
- (c) ABC company has connected its branches in two different countries through a network. However, the management has realised that someone is illegally gaining access to their data. Outline **three** ways through which the company may curb this vice. (3 marks)
2. (a) State **four** types of action queries used in databases. (4 marks)
- (b) Outline **three** differences between primary and secondary storage. (6 marks)
3. (a) Explain **three** factors that determine the clarity of a computer screen. (6 marks)
- (b) Highlight **four** computer hard disk maintenance procedures that should be carried out to enhance computer performance. (4 marks)
4. (a) Outline **two** limitations of using a combo box when working with databases. (2 marks)
- (b) Distinguish between sorting and filtering as used in spreadsheets. (4 marks)
- (c) A student has forgotten the file name and location of a document previously saved in a computer. State four file details that are assigned to a file by the operating system which can assist the student to trace the file. (4 marks)
5. (a) Highlight **four** views used in a database. (4 marks)
- (b) Distinguish between primary and secondary colours as used in desktop publishing. (4 marks)
- (c) Highlight **two** functions of an interruptible power supply in a computing environment. (2 marks)

2501/101	2508/101	2602/101	2707/101
2502/101	2509/101	2603/101	2709/101
2503/101	2601/101	2705/101	2710/101

SECTION B: COMMUNICATION SKILLS (30 marks)

Answer Question 6 (compulsory) and any other question from this section.

6. (a) Explain the meaning of each of the following terms as used in communication:
- (i) listening;
 - (ii) interview;
 - (iii) feedback. (6 marks)
- (b) Outline **four** reasons that make it necessary to write minutes of a meeting. (4 marks)
- (c) Explain **three** differences between a written report and an oral report. (6 marks)
- (d) The management of Obit Engineering Limited wishes to send a letter to its customers to inform them of a special offer on a certain machine. Highlight **four** types of information that should be contained in this letter. (4 marks)
7. (a) Explain **two** strategies that should be adopted when dealing with an indecisive customer in a business enterprise. (4 marks)
- (b) State **two** features of formal communication. (2 marks)
- (c) Distinguish between etiquette and protocol as used in communication. (4 marks)
8. (a) Differentiate between lateral and diagonal communication. (4 marks)
- (b) Table 1 shows the total sales for Pendo Engineering Works Limited for a period of four years:

Year	Sales in Ksh (000)
2012	9,000
2013	8,500
2014	9,800
2015	7,600

Draw a pie chart showing the sales. (6 marks)

2501/101 2508/101 2602/101 2707/101
2502/101 2509/101 2603/101 2709/101
2503/101 2601/101 2705/101 2710/101

SECTION C: ENTREPRENEURSHIP EDUCATION (30 marks)

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

9. (a) Distinguish between partnership and co-ownership. (4 marks)
- (b) Explain **four** factors that may determine the marketing strategy adopted by an organization. (6 marks)
10. (a) Explain **two** advantages of buying a product online. (4 marks)
- (b) Explain **three** guidelines that a business enterprise should follow in order to achieve its corporate social responsibility objectives. (6 marks)
11. (a) Henrick has started a business enterprise without a business plan. State **four** problems that may arise from this situation. (4 marks)
- (b) Explain **three** rules that should be followed during a brainstorming session in order to generate a good business idea. (6 marks)
12. (a) State **four** roles played by an entrepreneur in a business enterprise before operations begin. (4 marks)
- (b) Explain **three** advantages of using Information Communication Technology in a business. (6 marks)



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2501/101 2508/101 2602/101 2707/101
2502/101 2509/101 2603/101 2709/101
2503/101 2601/101 2705/101 2710/101

June/July 2016