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 bring 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.

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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.  

(b) Outline three ways in which configuration information may be stored in a motherboard.  

(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.  

2. (a) State four types of action queries used in databases.  

(b) Outline three differences between primary and secondary storage.  

3. (a) Explain three factors that determine the clarity of a computer screen.  

(b) Highlight four computer hard disk maintenance procedures that should be carried out to enhance computer performance.  

4. (a) Outline two limitations of using a combo box when working with databases.  

(b) Distinguish between sorting and filtering as used in spreadsheets.  

(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.  

5. (a) Highlight four views used in a database.  

(b) Distinguish between primary and secondary colours as used in desktop publishing.  

(c) Highlight two functions of an interruptible power supply in a computing environment.
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.  

(b) Outline four reasons that make it necessary to write minutes of a meeting.  

(c) Explain three differences between a written report and an oral report.  

(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.  

7. (a) Explain two strategies that should be adopted when dealing with an indecisive customer in a business enterprise.  

(b) State two features of formal communication.  

(c) Distinguish between etiquette and protocol as used in communication.  

8. (a) Differentiate between lateral and diagonal communication.  

(b) Table 1 shows the total sales for Pendo Engineering Works Limited for a period of four years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Sales in Ksh (000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>9,000</td>
</tr>
<tr>
<td>2013</td>
<td>8,500</td>
</tr>
<tr>
<td>2014</td>
<td>9,800</td>
</tr>
<tr>
<td>2015</td>
<td>7,600</td>
</tr>
</tbody>
</table>

Draw a pie chart showing the sales.  

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June/July 2016
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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