

1902/104B, 1903/104B, 1906/104B, 1907/104B, 1908/104B, 1909/104B,  
1919/104B, 1922/104B, 1912/104B, 1913/104B, 1916/104B, 1918/104B,  
1923/104B, 1924/104B, 1925/104B, 1926/104B

**INFORMATION COMMUNICATION  
TECHNOLOGY (PRACTICAL)**

**Paper 2**

**November 2021**

**Time: 2 hours**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**CRAFT CERTIFICATE IN SALES AND MARKETING**  
**CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT**  
**CRAFT CERTIFICATE IN BUSINESS MANAGEMENT**  
**CRAFT CERTIFICATE IN COOPERATIVE MANAGEMENT**  
**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT**  
**CRAFT CERTIFICATE IN TOURISM MANAGEMENT**  
**CRAFT CERTIFICATE IN INFORMATION STUDIES**  
**CRAFT CERTIFICATE IN MARITIME TRANSPORT OPERATIONS**  
**CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS**  
**CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS**  
**CRAFT CERTIFICATE IN PROJECT MANAGEMENT**  
**CRAFT CERTIFICATE IN CLERICAL OPERATIONS**  
**CRAFT CERTIFICATE IN INVESTMENT MANAGEMENT**  
**CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS**  
**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**

**MODULE I**

**INFORMATION COMMUNICATION TECHNOLOGY (PRACTICAL)**

**2 hours**

**INSTRUCTIONS TO THE CANDIDATES**

*You have ten minutes to read through the instructions and the paper 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 answer booklet and rewritable CD.*

*Type your name and index number as a header on each printed page.*

*Perform all the three tasks. Each task carries 20 marks.*

*Read the instructions of each task carefully.*

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

*Ensure that the workbooks you save are converted to "read only".*

*Ensure that all your printed work is inserted in the answer booklet.*

*Hand over your answer booklet and rewritable CD to the invigilator at the end of the examination.*

*Candidates should answer the questions in English.*

**This paper consists of 7 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 CANDIDATE**

1. Create a folder named **KNECEXAM** on the desktop.
2. Ensure that the **KNECEXAM** folder and all its content is burnt onto the **Rewritable CD** at the end of the examination.

easyvet.com

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1908/104B, 1909/104B, 1912/104B, 1913/104B,  
1916/104B, 1918/104B, 1919/104B, 1922/104B,  
1923/104B, 1924/104B, 1925/104B, 1926/104B

## TASK1

- (a) (i) Open a word processing program and create the following document as it appears. Save the document as *dataprocessing* in the KNECEXAM folder. (7½ marks)

### DATA PROCESSING

Data processing is the conversion of data into usable and desired form. This conversion is carried out using a predefined sequence of operations either manually or automatically. Most of the processing is done by using computers and therefore automatically.

The output can be obtained in various forms that include:

- ◆ image,
- ◆ graph,
- ◆ table,
- ◆ vector file,

- ◆ audio,
- ◆ charts

The form of output obtained depends on the software or method of data processing



- (ii) Apply the following formats to the title:
- (I) Font Style: **Bold**;
  - (II) Font Size: 18;
  - (III) Alignment: *Center* ;
  - (IV) Underline: *Thick Underline*. (2 marks)

- (iii) Insert an *In-Margin* drop cap the first letter of the word *Data* dropping it to 3 lines of the first paragraph. (½ mark)

- (b) The management of KTV College intends to hold an open day session. You are required to use the mail merge feature in word processing program to send letters to all the parents inviting them to this occasion.

- (i) Open a new blank document and create the following data source as it appears in Table 1. Save the document as *datasource* in the KNECEXAM folder. (3 marks)

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1923/104B, 1924/104B, 1925/104B, 1926/104B.

Title	Name	Telephone	Town
Mr	Kennedy Welton	0226897654	Embu
Mrs	Margaret Melvin	0333678345	Bungoma
Ms	Janet Esther	0225675234	Thika
Mr	Maurice Harry	0115678953	Siaya
Mrs	Alice James	0452098234	Nairobi

Table 1

- (ii) Open a new blank document and create the following main document as it appears. Save the document as *maindocument* in the KNECEXAM folder. (3 marks)

«Title» «Name»  
«Telephone»  
«Town»  
06 September 2021

Dear «Name»

**RE: INVITATION TO OUR OPEN DAY**

The Board of Management of KTVC College has the pleasure to invite you and friends to our open day that will be held on 23<sup>rd</sup> September 2021 in the Institutes' ground. The Deputy President will grace the occasion.

Guests are requested to be seated by 9.30 am. Thanking you in advance.  
Yours Faithfully,

  
Benson K.K,  
BOARD SECRETARY

- (c) Use the *datasource* and the *maindocument* to create the customised letters. Save the document as *mergedletters* in the KNECEXAM folder. (2 marks)
- (d) Save the changes to print out later each of the following documents:
- (i) *dataprocessing*;
  - (ii) *datasource*;
  - (iii) *maindocument*;
  - (iv) *mergedletters*. (2 marks)

## TASK 2

Figure 1 is a spreadsheet extract from Errands Hotel showing employees pay details. Use it to answer the questions that follow.

	A	B	C	D	E	F	G	E
1	Employee Name	Extra Hours Worked	Basic Pay	Gross Salary	House Allowance	Transport Allowance	PAYE	Net Salary
2	Samuel	55	22000					
3	George	65	11000					
4	Lucy	95	34000					
5	Ruth	85	12000					
6	Grace	70	15000					
7	Margaret	123	25000					
8	Eunice	100	20000					
9	John	85	22000					
10								
11	Rate Per Hour	250						
12								

Figure 1

- (a) Open a spreadsheet program and key in the data in sheet 1 as appears in figure 1. Save the workbook as *E Payroll* in the **KNECEXAM** folder. (5 marks)
- (b) Using a formula and cell referencing, compute each of the following for each employee:
- (i) Gross salary given that gross salary is basic pay added to amount earned for extra hours worked; (3 marks)
  - (ii) House allowance which is 15 % of gross salary; (1 mark)
  - (iii) Transport allowance which is 10% of gross salary (1 mark)
  - (iv) PAYE charged at 16% of gross salary. (1 mark)
- (c) The employees are charged 3% as catering levy on their gross salary.
- (i) Insert a column after PAYE column and insert the title *Catering Levy*. (1 mark)
  - (ii) Use a formula and cell addresses to compute:
    - (I) the catering levy for each employee; (2 marks)
    - (II) net pay for each employee. (2 marks)
- (d) Insert an embedded column graph showing net salary for each employee. (3 marks)
- (e) Save the changes to print out later the worksheet. (1 mark)

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1923/104B, 1924/104B, 1925/104B, 1926/104B.

### TASK 3

The management of ABC Company intends to have a team building workshop. You have been tasked to prepare the presentation slides that the trainer will use as they appear in Table 2.

Slide No	Details												
1	<p><b>WORKSHOP INTRODUCTION</b></p> <p><b>OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>❖ Welcome everyone and learn something new about colleagues</li> <li>❖ Review the workshop objectives and schedule</li> </ul>												
2	<p><b>PROGRAMME OUTLINE</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><i>Topics</i></th> <th style="text-align: left;"><i>Format</i></th> <th style="text-align: left;"><i>Duration</i></th> </tr> </thead> <tbody> <tr> <td>1. Welcome</td> <td>Plenary presentation</td> <td>10 minutes</td> </tr> <tr> <td>2. Introduce Participants</td> <td>Game</td> <td>15 minutes</td> </tr> <tr> <td>3. Overview of workshop and guidelines</td> <td>Plenary presentation</td> <td>15 minutes</td> </tr> </tbody> </table>	<i>Topics</i>	<i>Format</i>	<i>Duration</i>	1. Welcome	Plenary presentation	10 minutes	2. Introduce Participants	Game	15 minutes	3. Overview of workshop and guidelines	Plenary presentation	15 minutes
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1. Welcome	Plenary presentation	10 minutes											
2. Introduce Participants	Game	15 minutes											
3. Overview of workshop and guidelines	Plenary presentation	15 minutes											
3	<p><b>CONDITIONS NECESSARY FOR TEAM BUILDING</b></p> <ol style="list-style-type: none"> <li>1) Clear Objectives</li> <li>2) Openness and Confrontation</li> <li>3) Support and Trust</li> <li>4) The Right People</li> <li>5) Sound Procedures</li> <li>6) Appropriate Leadership</li> </ol>												
4	<p><b>GROUP FORMATION MANAGEMENT CHECKLIST</b></p> <table style="width: 100%;"> <tr> <td style="vertical-align: top;"> <p><b>Task functions</b></p> <ul style="list-style-type: none"> <li>✓ Clarify team vision and purpose</li> <li>✓ Set performance goals and timelines</li> <li>✓ Articulate roles and interdependencies</li> <li>✓ Identify ground rules and authority lines</li> <li>✓ Establish structures for regular communication</li> </ul> </td> <td style="vertical-align: top;"> <p><b>Support functions</b></p> <ul style="list-style-type: none"> <li>✓ Facilitate orientation and introductions</li> <li>✓ Clarify core values</li> <li>✓ Promote sharing of skills and knowledge</li> <li>✓ Support commitment and acceptance among team members</li> </ul> </td> </tr> </table>	<p><b>Task functions</b></p> <ul style="list-style-type: none"> <li>✓ Clarify team vision and purpose</li> <li>✓ Set performance goals and timelines</li> <li>✓ Articulate roles and interdependencies</li> <li>✓ Identify ground rules and authority lines</li> <li>✓ Establish structures for regular communication</li> </ul>	<p><b>Support functions</b></p> <ul style="list-style-type: none"> <li>✓ Facilitate orientation and introductions</li> <li>✓ Clarify core values</li> <li>✓ Promote sharing of skills and knowledge</li> <li>✓ Support commitment and acceptance among team members</li> </ul>										
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Slide No	Details
5	<p><b>TEAM DEVELOPMENT PROCESS</b></p> <pre> graph TD     A[FORMING] --&gt; B[STORMING]     B --&gt; C[NORMING]     C --&gt; D[PERFORMING]     D --&gt; E[ADJOURNING] </pre>

Table 2

- (a) Open a presentation program and create the slides as shown in figure 3 using appropriate slide layouts. Save the presentation as *teambuilding* in the KNECEXAM folder. (15 marks)
- (b) Apply the following animations to each of the contents of slide 1:
- Title: Fly in;
  - Sub title: Split; (2 marks)
- (c) (i) Apply a *Transition* of your choice to slides 2, 3, 4 and 5. (1 mark)
- (ii) Insert *Date and Time* that is automatically updated as the footer to all slides. (1 mark)
- (d) Save the changes to print out later *teambuilding* as hand out with three slides per page. (1 mark)

**THIS IS THE LAST PRINTED PAGE.**