

Name: _____ Index No: _____

2428/104

COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY

Oct./Nov. 2012

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
MODULE I

COMMUNICATION SKILLS AND INFORMATION TECHNOLOGY

3 hours

INSTRUCTIONS TO CANDIDATES

*Write your name and index number in the spaces provided above**Sign and write the date of the examination in the spaces provided above.**This paper consists of EIGHT questions in TWO sections; A and B.**Answer a total of FIVE questions as shown below:**any TWO questions from section A;**any TWO questions from section B;**any other ONE question from either section A or B.**All answers to be written in the spaces provided in the question paper.**All questions carry equal marks.*

For Examiner's Use Only

| Section | Question | Maximum Score | Candidate's Score |
|-------------|----------|---------------|-------------------|
| A | | 20 | |
| | | 20 | |
| | | 20 | |
| B | | 20 | |
| | | 20 | |
| | | 20 | |
| Total Score | | | |

This paper consists of 12 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) Explain **six** stages in the communication cycle. (12marks)
- (b) Discuss **four** developments taking place in today's workplace that increase the need for effective communication. (8marks)
2. (a) You have been invited to deliver a speech on "Youth Participation in Development". Outline **six** factors to consider in a successful presentation. (12marks)
- (c) (i) Define clauses. (2marks)
- (ii) Using **one** example in each case, differentiate between a main clause and co-ordinate clause. (6marks)
3. (a) Outline **five** elements that can enhance effectiveness on the telephone. (10marks)
- (b) Aurora Lawn Tennis Club recently held a meeting to discuss the activities of the club. As a secretary compile appropriate minutes. (10marks)
4. (a) (i) Define the term "Video Conferencing". (2marks)
- (ii) Grapevine may never be completely eradicated. Discuss **four** ways on which management can use grapevine effectively. (8marks)
- (b) You are administrative assistant to Mrs. Anu Zarina, Personnel Manager of Africa Development Bank. Mrs. Zarina is in a meeting. Draft a telephone message form and record the following: The caller is Mr. Josatel, CEO Toyota Kenya Ltd. He states that his department is very busy at the moment and has insufficient staff to deal with the work load. Let him know what details you need and he will be happy to supply them. Time of call is 11.30 a.m. The message taken by you. (10marks)

SECTION B: INFORMATION TECHNOLOGY

Answer at least TWO questions from this section.

5. (a) Highlight **five** demerits of computers. (10 marks)
- (b) (i) Differentiate between 'cold booting' and 'warm booting'. (2 marks)
- (ii) Outline **four** factors to consider when selecting software. (8 marks)
6. (a) Describe **five** functions of an operating system. ✓ (10 marks)
- (b) Outline the keyboard shortcut for selecting the following:
- Creating hanging indent
 - Centre
 - Reduce text
 - Justify
 - Enlarge text
 - Left align
 - Change case
 - open a file
 - Position cursor to the start of a document
 - Spell check
- (10 marks)
7. (a) Highlight **five** symptoms of computer viruses. (10 marks)
- (b) Explain **five** merits of databases. (10 marks)
8. (a) Describe **five** procedures of recovering infected files. (10 marks)
- (b) Explain **five** limitations of networking. (10 marks)