

2428/104
COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY
Oct/Nov. 2019
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
MODULE I

COMMUNICATION SKILLS AND INFORMATION TECHNOLOGY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of EIGHT questions in TWO Sections: A and B.
Answer FIVE questions in the answer booklet provided 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.
Maximum marks for each part of a question are as indicated.
Candidates should answer the questions in English.*

This paper consists of 3 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) Describe five directions of communication flow in an organization. (10 marks)
- (b) Highlight five main elements of a business report. (10 marks)

2. (a) You are the secretary of the management committee of Innovation Yako Manufacturers. The committee held a meeting last month 4 April 2018, at 9.00 am, in the conference room. Attendance; Dr Kitabu, Dr Altar and Miss Mary. Apologies; Dr Gambu and discussed the following items:

*Preliminaries
Opening of the meeting*

- (i) planning for exhibitions;
- (ii) research and testing;
- (iii) employee training.

Write the minutes of the meeting.

(b) Explain three errors to be avoided in written communication. (14 marks)

3. (a) Describe five negative factors that affect communication. (6 marks)

(b) You are a Human Resource Manager at T. Aquino Limited. It has come to your attention that some employees are using company computers in printing personal work. Write a memorandum to the employees warning them against the practice. (10 marks)

4. (a) Analyze five factors to be considered by an interviewer during an interview. (10 marks)



(b) Explain five types of letter formats. (10 marks)

(The on Interviewed)

Audible

Good

1 4

*Block
Triangle*

*Title
From
To
Ref
Subject
Body
Sign
Name*

SECTION B: INFORMATION TECHNOLOGY

Answer at least **TWO** questions from this section.

*Sr George
Shugharoon
Shugharoon*

- (a) Describe five types of operating systems. (10 marks)
- (i) Highlight three limitations of computers. *Expensive, Health hazards, Unemployment* (3 marks)
- (ii) Outline the seven steps of copying a file using my documents. (7 marks)
6. (a) (i) Distinguish between computer 'hardware' and 'software'. (4 marks)
- (ii) Highlight five features of the fifth generation computers. *Mimic like humans, storage capacity, cheap, multi-tasking, portable, bulk processing speed* (10 marks)
- (b) Outline six steps of setting a row to a specific hardware. (6 marks)
7. (a) Describe six functional units of computer hardware. *Mouse - pointing, Keypad - keying in* (12 marks)
- (b) Explain four effects of computer viruses. (8 marks)
8. (a) Give five differences between Random Access Memory (RAM) and Read Only Memory (ROM). *temporary, Non-volatile, large space, no backup, permanent, Volatile, small space, Backup* (10 marks)
- (b) (i) Identify three advantages of the fourth generation computers. *cheap, storage capacity, portable* (3 marks)
- (ii) Outline the seven steps of creating a table. *File, Ms Excel* (7 marks)

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