2428/104
COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY
Oct./Nov. 2021
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 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.
All questions carry equal marks.
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.

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SECTION A: COMMUNICATION SKILLS

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

1. (a) Analyze **five** benefits that accrue to an organization that uses circulars in communication. (10 marks)

   (b) Explain **five** features of a good business letter. (10 marks)

2. (a) Outline **six** differences between 'formal' and 'informal' communication channels. (12 marks)

   (b) Explain **four** benefits of providing feedback in the communication process. (8 marks)

3. (a) Highlight **five** reasons that make reports important to management. (10 marks)

   (b) Explain **five** characteristics of an effective listener during a face to face communication. (10 marks)

4. (a) Maccabbees Company recently interviewed candidates for the position of a procurement manager. As the Human Resource manager, write an appointment letter to the successful candidate. (12 marks)

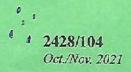   (b) Describe **four** roles of members in a meeting. (8 marks)

SECTION B: INFORMATION TECHNOLOGY

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

5. (a) Explain **five** features displayed by the computer tool bar while formatting a document. (10 marks)

   (b) Highlight **five** differences between 'digital' and 'hybrid' computers. (10 marks)

6. (a) Analyze **five** reasons that necessitate organizations to install special purpose software in a computer. (10 marks)

   (b) Distinguish between 'direct' and 'indirect' input devices. (4 marks)

(c)   Outline **three** steps followed to enter a function in a cell.   (6 marks)

7.   (a)   Explain the function of each of the following keys in a keyboard:

     (i)   arrow;   (2 marks)

     (ii)   numlock;   (2 marks)

     (iii)   taplock;   (2 marks)

     (iv)   shift;   (2 marks)

     (v)   Ctrl and Alt.   (2 marks)

   (b)   Outline **five** steps followed when creating a character style in a document.

                                     (10 marks)

8.   (a)   Highlight **five** characteristics of the fifth generation of computers.   (10 marks)

   (b)   Explain the function of each of the following types of computer storage:

     (i)   buffers;   (2 marks)

     (ii)   registers.   (2 marks)

   (c)   Highlight **three** features of word processing.   (6 marks)

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