1902/104B, 1903/104B, 1906/104B, 1907/104B, 1908/104B,
1909/104B, 1916/104B, 1918/104B, 1919/104B, 1922/104B,
1923/104B, 1926/104B, 1927/104B
INFORMATION COMMUNICATION
TECHNOLOGY (PRACTICAL)
November 2016
Paper 2
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 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 HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN DISASTER MANAGEMENT
MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Practical)

Paper 2

2 hours

INSTRUCTIONS TO CANDIDATES

*You have **ten** minutes to read through the instructions and the paper before starting the examinations.*
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 **four** 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 all your printed work is inserted in the answer booklet at the end of the examination.
*Hand over your question paper, **answer booklet** and **rewritable CD** to the invigilator.*

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.**

Turn over

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.

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easytvet.com

TASK 1

(a)   (i)   Open a word processing program and key in the following text as it appears. Save the document as *Change management* in the **KNECEXAM** folder.   (6 marks)

change management

Change management is an approach to transitioning individuals, teams, and organizations to a desired future state. **Organizational change** is a structured approach in an organization for ensuring that changes are smoothly and successfully implemented to achieve lasting benefits.

Reasons for change

1. Globalization and the constant innovation of technology.

2. Phenomena such as social media and mobile adaptability.

3. The growth in technology also has a secondary effect of increasing the availability and therefore accountability of knowledge.

4. Easily accessible information resulting to unprecedented scrutiny from stockholders and the media.

Choosing what changes to implement
The following factors should be considered:
- Levels, goals, and strategies.
- Measurement system.
- Sequence of steps.
- Implementation and organizational change.

(ii)   Format the heading to: Font: Bookman Old Style; Font Style: Bold; Font Size: 20; All Caps.   (2 marks)

(iii)   Apply 1.5 Line spacing to the text and save the changes.   (2 marks)

(b)   Open a word processing program and create the letter as it appears in figure1. Save the document as *letterhead* in the **KNECEXAM** folder.   (4 marks)

Turn over

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┌──────────────────────────────────────────────────────────┐
│                                                            │
│   ⟲◇⟳                                                      │
│   MAHEWA CONSULTANTS                                       │
│   P.O BOX 22289                                            │
│   KERI                                                     │
│  _____ │
│                                                            │
│   To    Mr  Jayden                                         │
│         0554 555888                                        │
│         Maji  Bottlers                                     │
│         Ngong                                              │
│                                                            │
│         SUBJECT: INVITATION FOR A WORKSHOP                 │
│         This is to inform you that we shall be conducting  │
│         the annual workshop in the second week of the      │
│         month of July. The theme of the workshop is        │
│         change management within organization.             │
│         The registration fee is Ksh. 2,000 per person.     │
│         Meals and accommodation will be catered for.       │
│                                                            │
│                                                            │
│         Yours faithfully,                                  │
│                                                            │
│                                                            │
│         Elijah                                             │
│         Company secretary.                                 │
│                                                            │
└──────────────────────────────────────────────────────────┘
```

Figure 1

(c)   Print out later each of the following documents:

   (i)   Change management;

   (ii)   letterhead.   (1 mark)

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1909/104B, 1916/104B, 1918/104B, 1919/104B, 1922/104B,
1923/104B, 1926/104B, 1927/104B

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TASK 2

A certain hospital prepared the data in *Figure 2* showing the causes of death of infants in a particular year. Use it to answer the questions that follow.
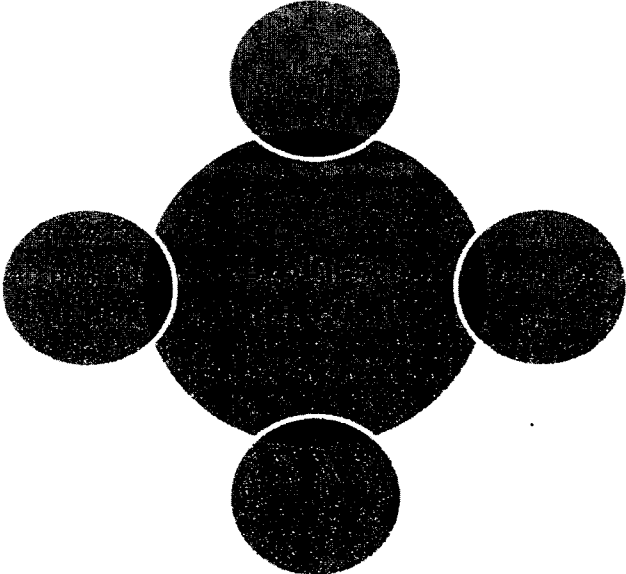
	A	B	C
1	Cause	Frequency	Percentage frequency
2	Malaria	260	
3	Tuberculosis	655	'
4	HIV/AIDS	490	
5	Cancer	300	
7	Typhoid	590	
8	Diabetes	870	
9	Total Frequency		

Figure 2

(a) (i) Open a spreadsheet program and key in the data as it appears. Save the workbook as *hospital data* in the **KNECEXAM** folder. (2 marks)

(ii) Using an appropriate function and cell address only, determine each of the following:

(I) the total frequency; (1 mark)

(II) the percentage frequency for each cause; (**HINT:** Percentage frequency = frequency /total frequency * 100); (2 marks)

(b) (i) Copy the contents of Sheet1 to Sheet2 in cell range A1: D8. (½ mark)

(ii) Rename Sheet 2 as *Totals*. (½ mark)

(iii) Sort the data in the Sheet named *Totals* by the column titled *Cause* in *Descending order* and then by *Frequency* in *ascending order*. (2 marks)

(iv) (I) Insert **two** rows above Row1 in sheet named *totals*. (1 mark)

(II) Insert a picture of a *doctor* in sheet named *Totals* in cell range B1:C2. (1 mark)

(v) Use *an appropriate* feature to lock cells C2:D9 with the password "doctor" in sheet named *totals*. (2 marks)

(c) (i) Insert an *embedded bar chart* showing the *percentage frequency* against the *cause* in sheet1. Label the chart appropriately. (2 marks)

(ii) Save the changes to print out later *sheet1* and *Totals*. (1 mark)

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TASK 3

(a)   Open a presentation program and create the slides as they appear in figure 3. Save the presentation as *Business* in the **KNECEXAM** folder.   (8 marks)

Slide No.	Contents
1.	**BUSINESS ORGANIZATIONS**
2	**Contents** • Business characteristics • Types of business ownership • Frequency distribution of business organizations
3.	**Business Characteristics**

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1923/104B, 1926/104B, 1927/104B

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4.	Types of Business Ownership			
		Ownership	Liability of the Owners	Capital Contributions
	Sole Proprietorship	One owner	Unlimited personal liability.	Owner contributes whatever capital needed
	Partnership	Unlimited number of partners	Unlimited personal liability of the partners.	Partners contribute money or services.
	Corporation	Unlimited number of shareholders	No personal liability of the shareholders.	Shareholders purchase stock in the corporation.
	Cooperative	Unlimited number of "members"	No personal liability of the members	Members contribute money or services to the cooperative.

Figure 3

(b) A survey was carried out on the frequency distribution of the business organizations in a certain county with the results as shown in table 1. Use it to answer the questions that follow.

Type of Business organization	Number of Organizations
Sole proprietorship	55
Partnership	30
Corporation	10
Cooperatives	5

Table 1

(i) Insert a new slide after slide 4. (1 mark)

(ii) Create a pie chart in the new slide (slide 5) using the details of Table 1. (2 marks)

(c) Apply each of the following to all the slides:

 (i) slide design of your choice;

 (ii) slide transition of your choice with transition speed as slow; (1 mark)

(d) (i) Insert a footer with the text "Business Structures ". (1 mark)

 (ii) Save the changes to print out later the document named business as *handout* with **three** slides per page. (2 marks)

THIS IS THE LAST PRINTED PAGE.