

2428/104

COMMUNICATION SKILLS AND  
INFORMATION TECHNOLOGY

June/July 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) Analyse **five** principles of effective communication. (10 marks)
- (b) (i) Explain the meaning of the concept 'psychological barrier'. (2 marks)
- (ii) Explain **four** causes of psychological barriers. (8 marks)
2. (a) Explain **five** qualities of a satisfactory report. (10 marks)
- (b) Analyse **five** benefits of memorandum (memo) within an organization. (10 marks)
3. (a) Explain **five** reasons organizations give careful consideration to oral communication in exchanging views. (10 marks)
- (b) Describe **five** elements of a valid meeting in an organization. (10 marks)
4. (a) Last Monday 15th January 2018, a meeting was held in the Chief Executive's office at 9.00 am and you were the secretary. At the meeting, Muguna P. proposed that wages be reviewed before the end of the year. He was seconded by M Ombati. In addition, the top management agreed to give each member of the music team Ksh 50,000 as appreciation. The top management also agreed to introduce welfare deduction of Ksh 2000 per month for all members. The participants agreed to meet again in one month. There was no other business to be discussed. Draft the minutes of the meeting. (12 marks)
- (b) Explain **four** reasons firms are turning to using online questionnaires to get information from their clients. (8 marks)



## SECTION B: INFORMATION TECHNOLOGY

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

5. (a) Highlight **five** reasons for the increasing use of computers in offices. (10 marks)
- (b) Describe **five** software packages used by firms. (10 marks)
6. (a) A folder is like a directory where all the relative files are kept. Outline the steps followed when creating a folder. (10 marks)
- (b) Describe **four** levels in programming languages. (4 marks)
- (c) Explain **three** factors taken into consideration when choosing a programming language. (6 marks)
7. (a) Describe **six** characteristics of spreadsheet packages. (12 marks)
- (b) Outline the main steps used to put numbers and bullets in the text. (8 marks)
8. (a) (i) Explain the meaning of the concept 'Local Area Network' (LAN). (2 marks)
- (ii) Explain **four** functions of Local Area Network (LAN) in computer communication systems. (8 marks)
- (b) Describe **five** editing tools used on selected text in a document. (10 marks)

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