2428/104
COMMUNICATION SKILLS
AND INFORMATION TECHNOLOGY
June/July 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 questions as shown below in the answer booklet provided:*
        *any TWO questions from section A;*
        *any TWO questions from section B;*
        *any ONE question from either section A or B.*
*All questions carry equal marks.*
*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.

Turn over

# SECTION A: COMMUNICATION SKILLS

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

1. (a) Highlight five factors an interviewer should consider during an interview. (10 marks)
   *Time Management  Dressing Code  Language*

   (b) Analyze five elements of body language in non-verbal communication. (10 marks)

2. (a) Explain each of the following types of communication:

   (i)   downward; (2 marks)
   (ii)  upward; (2 marks)
   (iii) horizontal; (2 marks)
   (iv)  diagonal; (2 marks)
   (v)   grapevine. (2 marks)

   (b) Highlight five characteristics of a good report. (10 marks)

3. (a) Write a memo to all heads of departments of Maurice Otunga company informing them of annual leave for employees with outstanding performance; modification of company policy regarding annual leave, and increment of salary. (10 marks)

   (b) Explain five types of reports. (10 marks)

4. (a) Write a letter of application to respond to the following advertisement.

   Ndingi Pastoral Center is looking for a team manager for its offices. The incumbent should be a holder of a diploma from a technical training institution and should have a minimum of two years experience working with 30 - 50 member team. Send your application letter with your curriculum vitae (CV) to the Human Resource (HR) Manager, Ndingi Pastoral Center, Nairobi. (15 marks)

   (b) The management of John Enterprises Limited emphasizes on the use of visual aids during communication. Outline five reasons that may account for this emphasis. (5 marks)

*Handwritten notes:*

Rosemary Juma,
P.O Box 14577,
KISUMU.

NDINGI PASTORAL CENTRE,
P.O BOX 10-609
NAIROBI.

24/8/2021

RE: APPLICATION FOR A POST OF TEAM MANAGER

CURRICULUM VITAE

PERSONAL BACKGROUND
WORK/EDUCATION
WORK EXPE
HOBBIES/INTER
REFEREES

NAME:
AGE:
RELIGION:
NATIONALITY
ADDRESS:
CELLPHONE:
LANGUAGE:
MARITAL STATUS

EDUCATION
203
2004-2007
2000
2004 - 2007 - NURSERY
2007 - 2015 - PRIMARY
2010 - 2014 - HIGHSCHOOL
2014 - 2018 - HIG
2018

WORK EXPERIENCE

HOBBIES / INTEREST

2 REFEREE

1999/1995
1999/2021
2021/2021

## SECTION B: INFORMATION TECHNOLOGY

*Answer at least TWO questions from this section.*

5. (a) (i) Explain the meaning of the term 'computer'. (2 marks)

An electronic device which ~~stores data~~ accepts and processes data information

(ii) Highlight **four** ways in which computers have impacted on education. (8 marks)

Has made learning easier.
Students are exposed to technology

(b) Outline **five** differences between analogue and digital computers. (10 marks)

digital - Processes data in binary format
Analog - Processes data in non-binary format

6. (a) Explain each of the following operating systems:

used for Scientific engineering
used for leisure activities

(i) disk operating system (DOS); (2 marks)
(ii) microsoft windows; (2 marks)
(iii) unix; (2 marks)
(iv) linux; (2 marks)
(v) OS/2. (2 marks)

(b) A trainer intends to set coloured slides in order to run presentations in a school. Outline the steps followed to change the slide colour. (10 marks)

7. (a) (i) Distinguish between 'utility' and 'general purpose application' programs. (4 marks)

(ii) Giving an example in each case, state **five** types of general purpose application programs. Computer Software (10 marks)
Computer Hardware

(b) (i) Explain the meaning of the term 'smart art'. (2 marks)

(ii) Outline the steps that should be followed to insert a picture in a document. (4 marks)

8. (a) State **five** differences between Local Area Network (LAN) and Metropolitan Area Network ((MAN). (10 marks)

(b) Describe **five** functions of spreadsheets. (10 marks)

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