

2428/104
COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY
Oct. / Nov. 2022
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

1. (a) Explain the meaning of each of the following terms in communication:
- (i) downward; (2 marks)
 - (ii) horizontal; (2 marks)
 - (iii) upward; (2 marks)
 - (iv) consensus; (2 marks)
 - (v) visual. (2 marks)
- (b) Recently candidates were interviewed for the position of a farm manager. One of the candidates has not received his results and has made an enquiry. As the secretary, write a reply letter to this application. (10 marks)
2. (a) Analyze five preparations made by an interviewer for conducting an interview. (10 marks)
- (b) Describe five types of phrases used in sentence construction. (10 marks)
3. (a) Your school is celebrating 'old boys' day. Write a welcome speech for the function. (10 marks)
- (b) Explain five roles of a secretary in a meeting. (10 marks)
4. (a) (i) Explain the meaning of the term 'memorandum'. (2 marks)
- (ii) The company you work for has organized for a retirement party for two of your employees. As the welfare officer, write a memorandum to all the members of staff informing them about the event. (8 marks)
- (b) (i) Highlight three report writing styles. (6 marks)
- (ii) Outline four benefits that may be associated with the use of visual communication. (4 marks)

SECTION B: INFORMATION TECHNOLOGY

5. (a) Highlight five differences between 'personal' and 'mainframe' computer. (10 marks)
- (b) Explain five alphanumeric keys on the computer keyboard. (10 marks)
6. (a) Highlight five rules for naming the files in the computer. (10 marks)
- (b) (i) State five reasons for networking computers in an organization. (5 marks)
- (ii) Outline the five steps followed when copying a file in a document. (5 marks)
7. (a) Describe five characteristics of computer software programming languages. (10 marks)
- (b) Outline the procedure for inserting clip Art picture of a document. (10 marks)
8. (a) Outline the five steps followed when creating a table in a document. (5 marks)
- (b) (i) Analyze five reasons of using spreadsheets by an organization. (10 marks)
- (ii) State five functions of operating system in computer software. (5 marks)

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