1902/104A, 1903/104A, 1906/104A, 1907/104A,
1908/104A, 1909/104A, 1916/104A, 1918/104A,
1919/104A, 1922/104A, 1923/104A, 1924/104A,
1925/104A, 1926/104A
**INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)**
Paper 1
July 2019
Time: 1 hour

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN COOPERATIVE MANAGEMNET
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN MARITIME TRANSPORT OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN CLERICAL OPERATIONS
CRAFT CERTIFICATE IN INVESTMENT MANAGEMENT
CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

1 hour

INSTRUCTIONS TO CANDIDATES

This paper consists of TEN questions.
Answer ALL the questions in the answer booklet provided.
Candidate 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

1. (i) Describe the *mail merge* feature as used in word processing programs. (2 marks)

   (ii) Outline **two** files that could be created during the mail merge process. (2 marks)

2. With the aid of **two** examples in each case, outline **two** categories of *utility programs* used in computer systems. (4 marks)

3. Kalam Enterprises intends to computerize their filing system. Explain **two** advantages the company is likely to gain from the computerisation. (4 marks)

4. Samuel has been tasked to acquire a user friendly operating system. Outline **four** features that he could identify in the operating system. (4 marks)

5. Describe each of the following data processing modes:

   (i) batch processing;

   (ii) transaction processing. (4 marks)

6. With the aid of a diagram, describe a *local area network* as used in computers networks. (4 marks)

7. (a) Distinguish between *filtering* and *sorting* data as used in spreadsheet programs. (2 marks)

   (b) Figure 1 shows a chart that was created using a spreadsheet application. Use it to answer the question that follows.
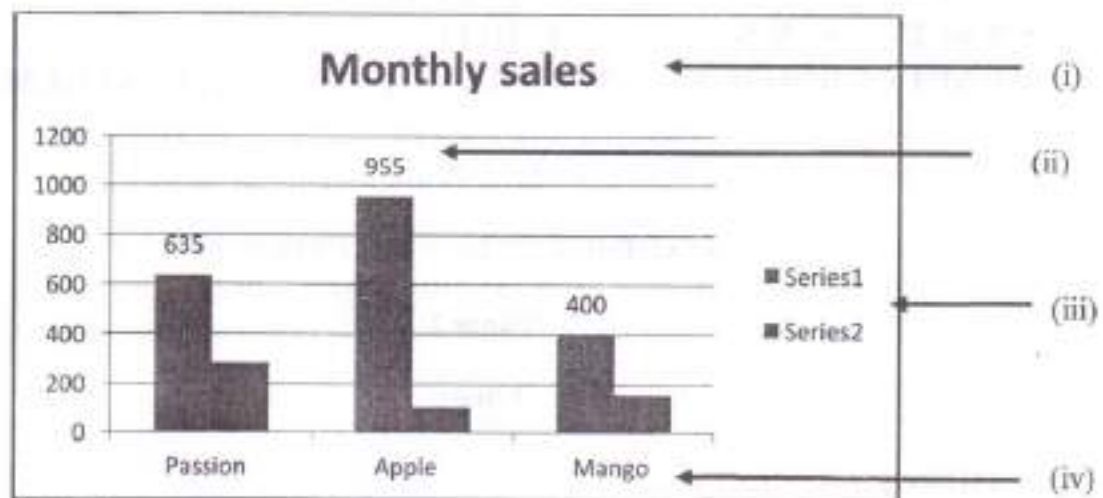

Figure 1

   List the chart elements labelled (i), (ii), (iii) and (iv). (2 marks)

8. Outline the function of each of the following features in a presentation program:

    (i)   animation effect;

    (ii)   slide layout.   (4 marks)

9. Mwatate Safaris, a tourist company, created a website to enhance its operations. Explain **two** benefits of the website to their customers.   (4 marks)

10.   (a)   Explain a circumstance that would require a user to restart a computer.   (2 marks)

     (b)   John created a document using a word processing program. State **four** *text formats* that he could have applied.   (2 marks)

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