

1902/104B, 1903/104B, 1906/104B, 1907/104B, 1908/104B

1909/104B, 1916/104B, 1918/104B, 1919/104B, 1922/104B

1923/104B, 1924/104B, 1925/104B, 1926/104B

INFORMATION COMMUNICATION TECHNOLOGY (Practical)

July 2017

Paper 2

Time: 2 hours



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 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 INVESTMENT MANAGEMENT
CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS
CRAFT CERTIFICATE IN HUMAN RESOURCE 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 **three** 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 8 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

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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- (a) (i) Open a word processing program and type the following document as it appears. Save it as *Data Analysis* in the **KNECEXAM** folder. (7 marks)

DATA ANALYSIS

Analysis of data is a process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making.

Data analysis has multiple aspects and approaches, encircling varied techniques under a variety of names, in different business, science, and social science domains.

~~Data mining~~ is a data analysis technique that focuses on modeling and knowledge discovery for predictive rather than purely descriptive purposes. In statistics, people divide data analysis into the following:

- ❖ descriptive statistics
- ❖ exploratory data analysis(EDA),
- ❖ confirmatory data analysis (CDA).

EDA focuses on discovering new features in the data and CDA on confirming or falsifying existing hypotheses. Data integration is a pioneer in data analysis, and data analysis is closely linked to data visualization and data dissemination.

- (ii) Format the title to : Font: Algerian ; Font Size: 16 ; Font style : Bold; Font Effect : Engrave. (2 marks)
- (iii) Format the third paragraph to: Two columns with a line between and Double line spacing (1 mark)
- (iv) Insert a *watermark* with the text "DATA ANALYSIS" to appear *diagonally* on the document. (2 marks)
- (b) The management of Messo Hotels intends to visit some tour companies to familiarize themselves with the services offered. The hotel management has therefore decided to formally communicate their intention through letters.

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- (i) Open a word processing program and create the following document as it appears. Save it as *main document* in the **KNECEXAM** folder. (3 marks)

MESSO HOTELS NAKURU

To: << Title >> <<Name>
<< Company>>
<<Address>> <<City>>

SUBJECT: REQUEST FOR A VISIT

We would wish to visit your <<Company>> on <<Date>> to familiarize ourselves with the services you are offering. This will enable us to make informed decision on future business engagements.

Yours faithfully,

James



Director

- (ii) The management of Messo Hotels maintains a list of contacts of various tour companies and the date of proposed visitation as shown in Table 1. Open a word processing program and create the table as it appears. Save it as *datasource* in the **KNECEXAM** folder. (3 marks)

Title	Name	Company	Address	City	Date
Mr	George	Victory Adventures	666999	Nairobi	20 th June
Ms	Jollyn	Wessly Travel and Tours	888444	Narok	2 nd July
Mr	Kenneth	Meridian Travellers	222333	Mombasa	15 th August

Table 1

- (c) (i) Merge the *main document* with the *datasource*.
(ii) Save the merged document as *letters* in the **KNECEXAM** folder. (1 mark)
- (d) Print out later each of the following documents:
(i) data analysis;
(ii) main document;
(iii) letters. (1 mark)

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TASK 2

A commercial bank computes the cost of mileage its sales representative incur monthly using a spreadsheet program. Figure 1 shows an extract of the weekly mileage travelled by each sales representative for the month of January 2016. Use it to answer the questions that follow.

- (a) (i) Open a spreadsheet program and key in the data in sheet 1 as it appears. Save the workbook as *Travel* in the **KNECEXAM** folder. (8 marks)

TRAVEL EXPENSES FOR THE MONTH OF JANUARY 2016						
Sales Representative	Mileage travelled in kilometers				Total Mileage	Mileage Cost
	Week 1	Week 2	Week 3	Week 4		
John	155	235	95	190		
Peter	220	310	120	95		
Maurice	110	125	140	85		
Melvin	150	165	160	135		
Moses	115	155	130	120		
				Total Mileage Cost		
Cost Per Kilometre	250					

Figure 1


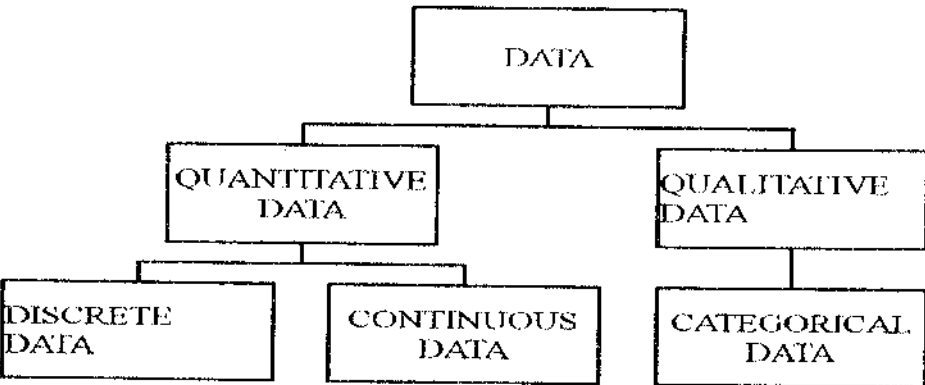
- (ii) Format the column titles labelled Week 1, Week 2, Week 3 and Week 4 to *Text orientation of 45 degrees*. (1 mark)
- (b) (i) Using an appropriate function, calculate the *Total Mileage* covered by each salesman for the month. (1 mark)
- (ii) The bank spends *Ksh 250* for every kilometre covered by each sales representative. Use a formula and cell reference only to determine each of the following:
- I. the mileage cost incurred by each representative in January. (1 mark)
 - II. total mileage cost incurred by the bank in January. (1 mark)
- (c) (i) I. Copy the contents of Sheet 1 to cell range A1:G10 of Sheet2. (1 mark)
- II. Rename Sheet1 and Sheet2 as *Mileage* and *Extract* respectively. (½ mark)
- (ii) Use an appropriate feature to display the records whose mileage cost is less than *Ksh150,000* in the sheet named *extract*. (2 marks)
- (iii) Insert an embedded *column chart* showing the mileage covered by each representative for the four weeks in sheet1. Label the chart appropriately. (3 marks)
- (d) Save the changes to print out later sheets named *Mileage* and *Extract*. (1 ½ marks)

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TASK 3

A data analyst has been invited to facilitate a seminar on the topic “Statistical Data”. He has therefore decided to use a presentation program to prepare his lecture notes.

- (a) Open a presentation program and create the slides as they appear in *Figure 2*. Save the presentation as *DATA* in the **KNECEXAM** folder. (15 marks)

SLIDE NUMBER	CONTENT
1	<p style="text-align: center;">STATISTICAL DATA</p> 
2	<p>TYPES OF STATISTICAL DATA</p> <p><i>Qualitative data</i> - data deals with characteristics and descriptors that can't be easily measured, but can be observed subjectively.</p> <p><i>Quantitative data</i> - data deals with numbers and things you can measure objectively.</p>
3	<p style="text-align: center;">CLASSIFICATION OF STATISTICAL DATA</p>  <pre> graph TD DATA[DATA] --> QUANTITATIVE[QUANTITATIVE DATA] DATA --> QUALITATIVE[QUALITATIVE DATA] QUANTITATIVE --> DISCRETE[DISCRETE DATA] QUANTITATIVE --> CONTINUOUS[CONTINUOUS DATA] QUALITATIVE --> CATEGORICAL[CATEGORICAL DATA] </pre>

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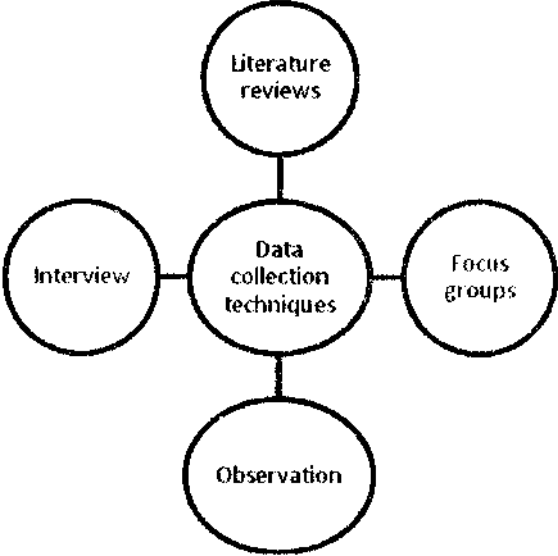
4	Examples of Data	
	Type of data	Examples
	Discrete Data	The number of children in a family
	Continuous Data	The height of the child
	Categorical data	The gender of the child
5	TECHNIQUES OF COLLECTING STATISTICAL DATA	
	 <pre> graph TD A((Data collection techniques)) --- B((Literature reviews)) A --- C((Interview)) A --- D((Focus groups)) A --- E((Observation)) </pre>	

Figure 2

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

- (i) slide design of your choice; (1 mark)
- (ii) slide transition of your choice ; (1 mark)
- (iii) slide number as footer. (1 mark)

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(c) Save the changes to print out later *data* as *handout* with **three** slides per page. (2 marks)

THIS IS THE LAST PRINTED PAGE.

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