

2902/103B, 2903/103B, 2906/103B, 2907/103B, 2908/103B, 2909/103B  
2912/103B, 2918/103B, 2921/103B, 2922/103B, 2924/103B, 2925/103B  
2926/103B, 2927/103B

**INFORMATION COMMUNICATION TECHNOLOGY (Practical)**

**July 2017**

**Time: 1 hour**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**DIPLOMA IN SALES AND MARKETING  
DIPLOMA IN SUPPLY CHAIN MANAGEMENT  
DIPLOMA IN BUSINESS MANAGEMENT  
DIPLOMA IN COOPERATIVE MANAGEMENT  
DIPLOMA IN ROAD TRANSPORT MANAGEMENT  
DIPLOMA IN TOUR GUIDING AND OPERATIONS  
DIPLOMA IN TOURISM MANAGEMENT  
DIPLOMA IN TOUR GUIDING MANAGEMENT  
DIPLOMA IN PETROLEUM MANAGEMENT  
DIPLOMA IN PROJECT MANAGEMENT  
DIPLOMA IN INVESTMENT MANAGEMENT  
DIPLOMA IN MARITIME TRANSPORT LOGISTICS  
DIPLOMA IN HUMAN RESOURCE MANAGEMENT  
DIPLOMA IN DISASTER MANAGEMENT**

**INFORMATION COMMUNICATION TECHNOLOGY (Practical)**

**1 hour**

**INSTRUCTIONS TO CANDIDATES**

*You have **ten** minutes to read through the instructions and the question paper before starting the examination.*

*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 **rewritable CD** provided.*

*Type your **name** and **index number** as a header on each sheet used.*

*Perform the **two** 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.*

*Hand over your print outs and the Rewritable CD to the invigilator at the end of examination.*

**This paper consists of 6 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** to store the all the work done in this paper.
2. Ensure that the **KNECEXAM** folder and its contents is burnt onto the **Rewritable CD** provided.

**TASK 1**

- (a) Open a word processing document and create following document as it appears. Save it as *Fury* in the **KNECEXAM** folder to print out later. (8 marks)

# ANGER MANAGEMENT

## INTRODUCTION

**A**nger management is a psycho-therapeutic program for anger prevention and control. It has been described as deploying anger successfully. Anger management programs consider anger to be a motivation caused by an identifiable reason which can be logically analyzed, and if suitable worked toward.

## DEFINITION

Anger is frequently a result of frustration, or of feeling blocked or thwarted from something we feel to be important. Anger can also be a defensive response to underlying fear or feelings of vulnerability or powerlessness.

## AFFECTED POPULATION

Category	Percentage
Adults	13
Children adolescents	5
Individuals with intellectual disabilities	12
Violent criminals	30
Substance abusers	25
Post-traumatic stress disorder individuals	15

**Table 1**

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**TYPE OF TREATMENT**

- (1) Prevention and relationship enchantment program
  - (2) Cognitive behavioral therapy
  - (3) Positive metallization and personality development
  - (4) Anger journal writing
- (b) Copy the contents of the created document to a new document and save it as *Statistics* in the **KNECEXAM** folder. (1 mark)
- (c) Carry out the following on the document saved as *Statistics*
- (i) Using data from the table, create an embedded pie chart on the document. Label the chart appropriately. (3 marks)
  - (ii) Apply line spacing 2.0 to the whole document. (2 marks)
  - (iii) Insert page numbers with the format *Page X of Y*. (1 mark)
  - (iv) Format the page layout to landscape. (1 mark)
  - (v) Insert a footnote with the following words “Develop Positive Thinking”. (1 mark)
  - (vi) Insert a watermark with the following words “ANGER MANAGEMENT”. (2 marks)
- (d) Save the changes to print out later the two documents; *fury* and *Statistics* (1 mark)

## TASK 2

Figure 1 shows the training records in a certain organization. Use it to answer the questions that follow.

SEASONAL TRAINING RECORDS					
Month	Client' name	Sector	Package	Sales Rep	Amount
April	Harvard	Private	Access	Alexandra	2,500.00
April	Colleen	Private	Access	Alexandra	2,500.00
May	Belgian	Government	Outlook	Leonard	3,000.00
May	Susana	Corporate	Word	Alexandra	1,000.00
June	Darleen	Corporate	Word	Alexandra	1,500.00
June	Sharon	Private	Excel	Leonard	4,000.00
July	Wheelman	Corporate	Excel	Alexandra	1,500.00
April	Carson	Government	Photoshop	Leonard	4,000.00
April	Casting	Government	Visio	Leonard	4,000.00

Figure 1

- Open a spreadsheet program and key in the data in Figure 1 as it appears. Save the workbook as *Task2* in the **KNECEXAM** folder. (7 marks)
- Copy and paste the contents of sheet1 to sheet 2. (1 mark)
- Extract all the records for all *Corporate* or *Private* categories who were trained in either *Excel* or *Word* in sheet 2. (2 marks)
- Insert a header with your name and index number in the worksheet. (1 mark)
- Using the PivotTable tool, create a summary of the data into sheet 3 showing the *Amount* collected per month for each category with the *Month* and *Sector* in the columns and rows respectively. (4 marks)
- Create an 3-D column chart based on the PivotTable created in (e) in a new sheet. Label the chart appropriately. (3 marks)

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(g) Save the changes to print out later:

- (i) sheet1;
- (ii) sheet2;
- (iii) sheet3;
- (iv) the chart.

**THIS IS THE LAST PRINTED PAGE.**