

2920/102B
COMPUTER APPLICATIONS I (PRACTICAL)
Paper 2
November 2018
Time: 1 hour



THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE 1

COMPUTER APPLICATIONS I (PRACTICAL)

Paper 2

1 hour

INSTRUCTIONS TO CANDIDATES

*You have **ten** minutes to read through the instructions and the questions 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.*

*This paper consists of **FOUR** tasks. Perform any **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 **printed work** and the **rewritable CD** to the invigilator.*

Candidates should answer the questions in English.

This paper consists of 9 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 THE CANDIDATE

1. Create a folder named **KNECEXAM** on the desktop to store all the work done in this paper.
2. Ensure that the folder named **KNECEXAM** and all its contents is burnt onto the **Rewritable CD** at the end of the examination.



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TASK 1

The manager at Elimisha Company intends to invite staff members for training on conflict management. As an IT expert, you have been requested to write letters to the staff members on behalf of the manager.

- (a) (i) Open a word processing program and create the following letter as it appears. Save it as *invitation* in the **KNECEXAM** folder. (6 marks)

ELIMISHA COMPANY

P.O BOX 641- 00100
NAIROBI
KENYA

Date: 12th June, 2016

<<Title>><<Name>>
<<Position>>
<<Department>>

Dear <<Title>><<Name>>

INVITATION FOR TRAINING

You are invited to attend a two days training on conflict management in the company's boardroom. The training will take place on 20th and 21st June, 2016 starting at 9:00am daily.

Be punctual.

Yours faithfully

Charity
Company Manager

- (ii) Using mail merge feature create customised letters with the data source containing the following details. (6 ½ marks)

Title	Name	Position	Department
Dr.	William	Head of Research	Research
Mrs.	Johnson	Finance Officer	Finance
Mr.	Anderson	Procurement Officer	Procurement
Mr.	Hillary	Head of Marketing	Marketing

- (iii) Save the datasource as *invitationdata* in the **KNECEXAM** folder. (½ mark)
- (iv) Save the merged letters as *invitationletter* to print out later. (2 marks)

- (b) (i) Open a word processing program and create the following programme as it appears. Save it as *trainingprogram* in the **KNECEXAM** folder. (4 marks)

	9am -11am	11am-11:30am	11:30am – 1pm	1pm-2pm	2pm-4pm
Day 1	Introductions	Health break	Causes of conflicts in the organisation	Health break	Group discussion
Day 2	Dealing with conflicts in an organisation.		Preventing conflicts		Question and answer session.

- (ii) Print out the programme later. (1 mark)



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TASK 2

Figure 1 is an extract from a spreadsheet program showing details of food items. Use it to answer the question that follows.

- (a) Open a spreadsheet program and key in the information as it appears. Save the workbook as *Budget* in the **KNECEXAM** folder. (7½ marks)

	A	B	C	D
	ELIMISHA COMPANY TRAINING BUDGET			
1	ITEMS	QUANTITY	UNIT PRICE	TOTAL COST
3	Meat	5	400	
4	Rice	6	120	
5	Potatoes	8	100	
6	Chapati	20	50	
8	Sugar	2	120	
9	Milk	6	50	
10	Snack	20	20	
12	Water	20	40	
13	Soda	20	30	

Figure1

- (b) (i) Using cell references only, determine the total cost amount for meat. (1½ mark)
(ii) Compute the total cost for each of the other items. (1 mark)
- (c) (i) Copy the content of *sheet1* to *sheet2*. (1 mark)
(ii) Rename the sheets to *Mybudget* and *copy* respectively. (1 mark)
- (d) Using cell references only, determine the number of items whose total cost is more than Ksh750 in the sheet named *copy*. (2 marks)
- (e) (i) Create an embedded pie chart in *copy* sheet for total cost. (3 marks)
(ii) Label the chart appropriately. (1 mark)
- (f) Save the changes to print out later. (2 marks)
(i) *Mybudget* sheet showing formulas used instead of values
(ii) The chart.

TASK 3

Figure 2 shows a presentation used during conflict management training. Use it to answer the questions that follow.

- (a) Open a presentation program and create the slides as shown in Figure 2. Save the presentation as *conflict management* in the **KNECEXAM** folder. (13 marks)



Slide No	Slide Content										
1	<h2>CONFLICT MANAGEMENT</h2> <p>By James Richards 20th and 21st June, 2016</p>										
2	<p>Introduction</p> <p>❖ Workplace conflicts: This is a state of discord caused by the actual or perceived opposition of needs, values and interests between people working together</p>										
3	<p>Causes of conflicts in an organisation</p> <table border="1" style="display: inline-table; margin-right: 20px;"> <thead> <tr> <th>No.</th> <th></th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Conflicts in roles</td> </tr> <tr> <td>2.</td> <td>Passive aggressive behaviour</td> </tr> <tr> <td>3.</td> <td>Too much pressure</td> </tr> <tr> <td>5.</td> <td>Stress</td> </tr> </tbody> </table> 	No.		1.	Conflicts in roles	2.	Passive aggressive behaviour	3.	Too much pressure	5.	Stress
No.											
1.	Conflicts in roles										
2.	Passive aggressive behaviour										
3.	Too much pressure										
5.	Stress										
4	<p>Dealing with conflicts in an organisation</p> <ol style="list-style-type: none"> 1. Identify the cause of the conflict 2. Ensure all employees understand their targets 3. Have good communication channels in the organisation. 4. Solve the conflict. 										
5	<p>Summary</p> <p>It is important for managers to understand the employees, through this most of the conflicts experienced in organisations will be reduced.</p>										
6	<p><u>Question and Answer session</u></p> <p>The End</p>										

Figure 2

- (b) Apply each of the following to all the slides:
- (i) Slide transition; dissolve; (2 marks)
 - (ii) Footer: "staff training". (1 mark)
- (c)
- (i) Insert a slide between slide 4 and slide 5. (3 marks)
 - (ii) Figure 3 shows the conflict prevention cycle. Create the figure in slide 5.



Figure 3

- (d) Save the changes to print out later, the presentation with *three slides per page*. (1 mark)



TASK 4

Ponyesha Hospital would like to use a database to manage its records. As an IT expert you have been given the task.

- (a) Open a database program and create a new database named *ponyesha* in the **KNECEXAM** folder. (1 mark)

- (b) (i) Create the following tables in the database created in (a). (4 marks)

DoctorData

Field Name	Data Type	Specification
DoctorID	Text	Primary key
DoctorName	Text	
WardID	Number	

PatientData

Field Name	Data Type	Specification
PatientID	Text	Primary key
PatientName	Text	
PatientGender	Text	Use lookup wizard

WardData

Field Name	Data Type	Specification
WardID	Number	Primary key
RoomNumber	Number	

Visitation

Field Name	Data Type
Visitation Date	Date/Time
DoctorID	Text
PatientID	Text



- (ii) Create appropriate relationships between the tables. (3 marks)
- (c) (i) Create a form for each table. Save the forms as *Doctor*, *Patient*, *Ward* and *Visitation*. (2 marks)
- (ii) Enter the following data in respective tables. (6 marks)

DoctorsData

DoctorID	DoctorName	WardID
Dr003	Dr. Joy	105
Dr005	Dr. Allan	106
Dr006	Dr. Zack	107

PatientData

PatientID	PatientName	PatientGender
PT90	John David	M
PT78	Maria Hillary	F
PT45	Bilhah Almond	F
PT27	Peter James	M
PT14	Alice Michael	F

WardData

WardID	RoomNumber
105	1
106	4
107	9

Visitation

Visitation Date	DoctorID	PatientID
12/03/2016	Dr003	PT45
11/03/2016	Dr005	PT27
02/03/2016	Dr006	PT14
03/03/2016	Dr006	PT78
06/03/2016	Dr005	PT90

- (b) Create a column report to display PatientID, PatientName, VisitationDate for all patients who have an appointment with Dr. Zack. Save the report as *appointment*. (3 marks)
- (c) Print the appointment report. (1 mark)



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