

2428/104

**COMMUNICATION SKILLS  
AND INFORMATION TECHNOLOGY**

June/July 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**

*easyvet.co.ke*

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of EIGHT questions in TWO sections; A and B.*

*Answer FIVE questions as shown below in the answer booklet provided:*

*any TWO questions from section A;*

*any TWO questions from section B;*

*any other ONE question from either section A or B.*

*All questions carry equal marks.*

*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

Answer at least **TWO** questions from this section.

1. (a) Highlight **five** ethical behaviours that a manager should observe in telephone communication. (10 marks)
- (b) Analyze **five** practices that are essential during a speech presentation. (10 marks)
2. (a) Describe **four** types of questions used by employers when conducting interviews. (8 marks)
- (b) Explain **six** limitations of using electronic mail (E-mail) as a means of communication in an organization. (12 marks)
3. (a) You are a Human Resource Officer of Masalike Enterprises. The committee recently held an executive meeting during which the following agenda were discussed:
- (i) to approve expenditure;
  - (ii) donations to fire victims;
  - (iii) purchase of a staff bus;
  - (iv) employment of an accountant;
  - (v) employee advance salary.
- Write a notice to call for a general meeting to deliberate on the above agenda. (10 marks)
- (b) Explain each of the following types of reports used by organizations:
- (i) routine; (2 marks)
  - (ii) special; (2 marks)
  - (iii) general; (2 marks)
  - (iv) confidential; (2 marks)
  - (v) formal. (2 marks)
4. (a) The management of Tobit Limited recently conducted a benchmarking exercise and made the report available. As a manager, write an internal memorandum to all members of staff informing them of the findings. (8 marks)
- (b) Explain **six** language barriers related to effective communication. (12 marks)

## SECTION B: INFORMATION TECHNOLOGY

*Answer at least TWO questions from this section.*

5. (a) Describe **four** types of printers used by organizations. (8 marks)
- (b) Outline **six** adjustment steps followed when a document exceeds the size of its window. (12 marks)
6. (a) Explain **four** ways of using mouse buttons to point and select items on computer screen. (8 marks)
- (b) Distinguish between 'application' and 'system' software. (4 marks)
- (c) Describe **four** output devices in a computer. (8 marks)
7. (a) Explain **five** print options available for printing documents for a workshop. (10 marks)
- (b) Describe **five** stages of data processing cycle. (10 marks)
8. (a) Distinguish between 'boot sector' and 'system' viruses. (4 marks)
- (b) Outline **four** steps of performing an average function calculation using a computer. (4 marks)
- (c) Explain **six** functions of an operating system (OS). (12 marks)

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