

2428/104

**COMMUNICATION SKILLS AND
INFORMATION TECHNOLOGY**

June/July 2016

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT
(SOCIAL WORK OPTION)**

MODULE I

COMMUNICATION SKILLS AND INFORMATION TECHNOLOGY

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer TWO questions from section A and TWO questions from section B.

Answer any ONE question from either section A or B.

Write ALL your answers in the answer booklet provided.

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) Grapevine is an informal communication network, which ignores formal channels of communication and spreads rumours and gossips at all levels of an organisation. Explain six different ways in which an organization can use grapevine to supplement the formal channels of communication. (12 marks)
- (b) Highlight four physical barriers to effective communication. (8 marks)
2. (a) The company you work for intends to have a policy using visual aids in communication. As an assistant office manager, explain to the manager five benefits of using visual communication in the office. (10 marks)
- (b) Describe five characteristics of a good speech. (10 marks)
3. (a) Summarise six main components of a business letter. (12 marks)
- (b) Highlight four visual aids often used to help audiences of informative and persuasive speeches understand the topic being presented. (8 marks)
4. (a) (i) Distinguish between “minutes of resolution” and “minutes of narration”. (4 marks)
- (ii) Explain three characteristics of a good report. (6 marks)
- (b) Explain five preparations an interviewer must make before an interview. (10 marks)

SECTION B: INFORMATION TECHNOLOGY

Answer at least TWO questions from this section.

5. (a) Explain six steps of adding video effect to slide show. (12 marks)
- (b) Distinguish between the following modes of data processing:
 - (i) real time and distributed; (4 marks)
 - (ii) on-line and time sharing. (4 marks)
6. (a) Explain five stages on how you will add a graphic to a word document. (10 marks)
- (b) Describe five positive disadvantages of organization XYZ using e-mails as a new technology. (10 marks)

7. (a) Explain **five** functions of operating system in rendering services to the user. (10 marks)
- (b) Summarise **five** advantages of Local Area Network (LAN) as one of the network components. (10 marks)
8. (a) Highlight **six** positive impacts of mobile phones as a part of information communication technology in society initiatives. (12 marks)
- (b) Outline **four** steps of copying a file by use of Windows Explorer. (8 marks)

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