!.*>02/! 048. 1903/104 B, l'H)b/104B, 19Q7/104B,
19M/104B, 1909/JU4B, I9I6/IO4B, 1918/RNB,
1919/1Q4R, 192 2/104B, 1923/10411, 192 4/104 B,
1925/] 14B. I926/104B
IN FOR MATION COMMUNICATION
TECHNOLOGY (PR ACTICAL)
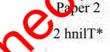Paper2
Jafy 2019
Time: 2 houni

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN COOPERATIVE MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
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CRAFT CERTIFICATE IN TOUR GL IDING AND TRAVEL OPERA ! IONS
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN CLERICAL OPERATIONS
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CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (PRACTICAL)

Paper 2

2 hnilT*

IN STRUCTIONS TO CAJf(M l) ATES

 1 nw hovr fen m/nufei *to read thr njih the instructions and the qu.-odion puffer before starn>t% the* d'XiZHTl'mPrji'H?

Any probJem H-W/p /Ar ro/nputar *should* A# *reported io rhe invigilator immediately*

Direu (my question(s) Jo fAe MWRi/dfar pn/y. Conversing w/tAjfeUro j/irtfenti aw /m/ 20 disqualification.

IFrrJff pciMT ffo/Ntf *din Jo nw/Ww on file* *RewritableCD provided.*

Jipc' WiP *name* LUlJ *irttitt nujnhpr LH U header* uh each priataf/wjpe.

Prrftwvrr tiii /fa? THREE MA fa Each task carrier 2& marfa.

Read the invtrucfions afeaeh tank earvrfuify

Print on one т w of the paper only and auc « /iᴛJA *jfarf of paper for each iaik.*

Handover ywr question paper, printed i^?nk am/ ffa- rewritable CD io rhe initiator, Cmrfitfales shmM trnwer the qu&fwmi in Eng/fyE

This paper consist of B printed pages.

Candidates should check ihe question paper to ascertain I bat all the
pages are printed in indicated and I ba I no question* 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.

I9O2/1G4B, 1903/IIMB. IWM/IMB, I907/104B,
im/lIMB, 1MWI04B. 1916/1(MB, 1918/104B.
1919/104B, 1922/I04B. P23/JO4B, 1924/1(MB,
I925/I04B. 1926/1048

TASK 1

(a) Open a word processing program and type the following as it appears. Save it as Dmrrju'iy* in the KNECEXAM folder to prim later* (10 marks)

£ME£ZStE

Diversity as a concept means the differences human beings have. Diversity goes beyond the human race and color There arc various dimensions through which diversity is expressed, they mclu.de;

> gender
> race
> ethnicity
> age

Some of these dimensions cannot be altered, i Ience, individuals have to accept and learn how to cope with them. For example, gender, race and age cannot be changed. 1 lowcvcr, occupation and religious beliefs can be modified.

Social Structure

.Social structures refer to particular patterns and arrangements that exist in the society. These patterns are as a result of human behavior and interactions that are recurring in the society . Social structures arc governed by rules and regulations by which the members should abide with. Therefore, the members are familiar with these laws and hence social life becomes predictable, there are agencies that have led to binding of the social structures.

■SawMag

Socialization is a lifetime process. It is gained through interacting with each other. During this process, we Icam the social expectations and how to live with each other in the society. This interaction can occur in different set ups. For example in a family, learning institutions, peer groups and social media.

(b) Copy the content of the file *Diversity* and paste it into a new document *Diversity I*. (1 mark)

(c) insert current date as footer and align it left. (1 mark)

(d) Insert a water mark with the text Diversity with a diagonal layout. (2 marks)

(c) Double-space the last paragraph. (1 mark)

(f) Insert the following table after paragraph one, (3 marks)

Immutable dimensions of diversity	Crosscutting dimensions of diversity
Race	Age
Gender	Religion
Ethnicity	Language

(g) Save and print-

    fl) Diversity,

    (it) Diversity 1. (2 marks)

TASK 2

The following data shews the sales that were made iri 2016 al Furafei Elcctranfes Shop.

(a) Use a spread sheet program to enter the details ns they appear, and save your work as /'ura/w in the folder named KN EC EXAM. (3 marks)

	A	B	c	.1 D	"Ii	F
1		FURAHA ELECTRONICS SHOP				
		BEST ELEC! RON ICS EVER				
1				YEARS		
		2016	2017	201K	20F9	Tula! Sak*
4	TYPE OF MOBILE PHONE	PRICE				
5	SAMSUNG 2200	5500				
6.:	NOKIA 3350	6700				
7	ALCATEL 5530	5000				
8	LG B000	6700				
*>	UECHNO 3370	8700				
La	SONY 4500	14000				
n.	Average Halts					
J2						
J 3J	Highast sale					
14	LonrsE SMUlE					

It >5 estimated that the safes will rise by 4.5%, 5.5% and o% in each xcar respectively,

th) Compute the sales of mobile phono in lhu subsequent years using appropriate functions, (4marks)

(c) Compute the total sales for each pnjduct for the four years. (2 marks i

(d) Cumpuie the average salts of mobile phones for every year, (2marks)

i.c) Using a funclitm, display;

CO highest sale of mobile phones for each year, (2marks)

(it) lowest sale of mobile phones fur each year. (2marks)

lG Create a bar graph that shows the safes of phones in the year 2018. Save it as *graph* in sbeetZ (3marks)

tg) Save and print

(i) Furaha;

(ii) Graph. (2 marks).

TASK J

The table below shows a presentation made by Furahn Electronic Stores during a workshop.

fa) Open a presentation program and create the slides as they appear using appropriate slide
layout. Save it ELS fteefroffior in the KNECEXAM folder.,   (10 marks)

Slide no,	Slide content
I	**FURAHA ELECTRONICS** **DURAfi LE AND UNIQUE ELECTRONICS £Vt&** Presented by, Antony Joseph Eales manager Tpnd^yahoo.curu
2	**Items AVAILABLE** * COMPUTERS * MOBILE PHONES * TELEVISION ACCESSORIES I. CHARGERS IL BATTERIES

I902/L04B, I9O0/1O4B, 1906/1 MH, 1907/HMK
1*08 1048, 19091 (MB, 1916/HMH, 1918 104B,
I9J9/104B, 1922/I04B. 1923/104B, 1924/104H,
1925/J04B, I926/IB4B

3

SERVICES AVAILABLE

Repairing

cleaning

Apps installation

4

Other Office Equipment Available

Customer satisfaction is our priority

Paper shredder

Electric stapler

1902/104R, 19O3/IO4B> 1906/104 B, 1907/104 B,
I90H/11MB, I909/I04B, 19J6/I04B, I91&104B,
1919,10411, 1922/HUB, 1923/104 R, I924/104B,
1925,11)4 B, 1926/104 B

.Mv2OI9   7   Turn over

3

> Questions?
>
> Thank you

(b) Insert a footer with the text ftesr *electronics* in slide *2* font type *Times New Roman* and font size *24*.   (1 mark)

(c) Apply wipe *down* slide transition to all slides.   (2 marks)

(d) Apply *dissolve* animation on slide 3.   (2 marks)

(e) insert the following tabic after slide 4.   (3 marks)

	Sales of various items in percentage fi^{trm}	
L	Mobile phones	70%
2	Computers	45%
3	Office equipment	10%
>3	fclevisions	5%

(f) Save the changes and print *Electronics* presentation as handouts with three slides per page.   (2 marks)

THIS IS THE LAST PRINTED PAGE.