

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THARAKA CAMPUS

FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS:

TIME: 2 HOURS

DAY/DATE: FRIDAY 14/12/2018

2.30 P.M – 4.30 P.M

INSTRUCTIONS:

- Answer question **ONE** and **TWO** other questions
- Do not write anything on the question paper
- This is a **closed book exam**, No reference materials are allowed in the examination room
- There will be **NO** use of mobile phones or any other unauthorized materials
- Write your answers legibly and use your time wisely.
- Marks are awarded for clear and concise answers.

SECTION A (Answer ALL questions in this section)

QUESTION ONE (30 MARKS)

1. Differentiate between the information and data **(2 Marks)**
2. Explain TWO main sources of business information **(2 Marks)**
3. Discuss why communication is considered a dynamic process. **(5 marks)**
4. List FOUR types of communication equipment **(2 Marks)**
5. Differentiate between vertical and horizontal communication **(2 Marks)**
6. Outline two barriers to effective communication giving a counter measure for each **(4 Marks)**
7. You have been invited to give an oral presentation to a group of clients as an IT technical support officer. Briefly discuss how you can make your presentation successful and effective **(3marks)**
8. Outline the various features of business environment. **(5 Marks)**

9. Outline the five main uses of information by business and other organizations. **(5 Marks)**

SECTION B (40MARKS) (ANSWER ANY TWO QUESTIONS)

QUESTION TWO (20 MARKS)

- a) What is communication? **(2 Mark)**
b) Describe the communication process by use of a well-labelled diagram clearly outlining all the elements of communication **(8 Marks)**
c) Suppose you have been chosen as an IT Technical Support and Customer Care personnel in a firm. How can you best establish a good personal rapport with the customers? Discuss. **(10 Marks)**

QUESTION THREE (20 MARKS)

- a) What is a communication equipment? **(2 Marks)**
b) Explain briefly the **five** types of communication equipment **(10 Marks)**
c) Discuss the five functions of communication in an organization **(8 Marks)**

QUESTION FOUR (20 MARKS)

- a) What is an organizational structure and what are its advantage? **(4 marks)**
b) Explain **THREE** features of an organizational structure **(6 marks)**
c) Define the following terms clearly showing their relationship to organizational structures.
i. Chain of command **(2 Marks)**
ii. Authority **(2 Marks)**
d) Discuss the purpose of organizing. **(6 Marks)**

QUESTION FIVE (20 MARKS)

- a. Define information **(2 Marks)**
b. Explain the main uses of information by the business and other organization. **(10 Marks)**
c. Explain FOUR types of noise as barriers to effective communication **(8 Marks)**
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