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**EXAMINATION FOR THE AWARD OF
DIPLOMA IN COMPUTER SCIENCE**

COSC 0171: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: Y1S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 24/3/2021

11.30 AM – 1.30 PM

INSTRUCTIONS:

- Answer Question ONE and any other TWO

QUESTION ONE

- a. Define communication [2 Marks]
- b. Explain these terms as used in communication.
- i. Decoding
- ii. Encoding
- iii. Noise [6 Marks]
- c. Briefly discuss the disadvantages of vertical communication in an organization. [6 Marks]
- d. Identify the role of technical support team in an organization. [6 Marks]
- e. Discuss the key functions of communication in an organization. [10 Marks]

QUESTION TWO

- a. Explain five elements of communication [5 Marks]
- b. A group is considered as a set of two and more interacting individuals set to achieve a certain goal. Outline five reasons for joining a group. [5 Marks]
- c. Networks help managers in an organization to establish contact with other employees. With

an aid of a diagram, describe five types of communication networks. [10 Marks]

QUESTION THREE

- a. Listening is an important skill which should be given a lot of attention. Discuss the principles of effective listening. [10 Marks]
- b. Discuss five barriers to effective communication. [10 Marks]

QUESTION FOUR

- a. Briefly explain five ways of establishing personal rapport with the customers. [5 Marks]
 - b. Outline five rules for proper business meeting etiquette. [5 Marks]
 - c. Online communication allows people to pass information over the internet through a network of computers. Discuss five communication methods available through the internet. [10 Marks]
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