

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMPUTER SCIENCE

COSC 0171: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: DIP. COSC Y1S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 23/09/2021

2.30 P.M – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO.**

QUESTION ONE

- (a) Discuss why communication is considered a dynamic process. (5 marks)
- (b) Outline five advantages of vertical communication in an organization. (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)
- (d) Discuss five barriers to effective communication giving a counter measure for each. (10 marks)

QUESTION TWO

A group is considered as a set of two and more interacting individuals set to achieve a certain goal.

- (a) Outline five general features of a group. (5 marks)
- (b) Differentiate between formal and informal groups. (5 marks)
- (c) Discuss five reasons for joining a group. (10 marks)

QUESTION THREE

- (a) Discuss the four categories of communication. (10 marks)
- (b) Discuss the main principles of communication that a member of the customer support team should always be aware of when dealing with clients. (10 marks)

QUESTION FOUR

Adherence to proper etiquette for a business meeting establishes respect among meeting participants.

- (a) Outline eight rules of proper business meeting etiquette. (8 marks)
 - (b) Discuss the procedure for arranging and conducting a business meeting. (12 marks)
-