

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EMBU CAMPUS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER
SCIENCE

COSC 00105: IT SUPPORT AND CUSTOMER CARE

STREAMS: CERT. COMPS

TIME: 2 HOURS

DAY/DATE: MONDAY 08/4/2019

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: Answer three questions in all. Question ONE is compulsory, then choose any two questions in section B

SECTION A

1. (a) Define the following terms
 - (i) Communication [2 marks]
 - (ii) Effective communication [3 marks]
- (b) State and explain five reasons for studying communication as a computer scientist [10 marks]
- (c) Communication is not a smooth process. There are certain factors that intervene between the source and the receiver, thus affecting the reception of the message. Discuss six of these factors [15 marks]

SECTION B

COSC 00105

2. (a) Discuss in proper sequence, the five steps followed in planning an effective presentation [10 marks]
- (b) Explain five skills needed for you to establish rapport with the members of the organization as well as outside customers [10 marks]
3. Describe the role of information communication technology (ICT) in communication within and outside the organization [20 marks]
4. (a) Discuss the five dimensions of communication within an organization [10 marks]
- (b) Identify and briefly describe customer support methods available through the internet [10 marks]
5. (i) Distinguish between verbal and non-verbal communication [5 marks]
- (ii) Why is nonverbal communication relevant during the communication process [5 marks]
- (iii) Explain any four forms of nonverbal communication [10 marks]
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