

CHUKA



UNIVERSITY

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## UNIVERSITY EXAMINATIONS

### EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

**COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE**

**STREAMS: CERT (COMP SCI) YISI**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 05/08/2019**

**2.30 PM – 4.30 PM**

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#### INSTRUCTIONS:

- **Answer Three Questions. Question One is Compulsory**
- **Marks are awarded for clear and concise answers**

- Define communication [2 marks]
    - Briefly explain FIVE elements of communication. [10 marks]
    - Name and describe THREE types of communication devices. [6 marks]
    - Explain these terms as used in communication
      - Decoding [2 marks]
      - Encoding [2 marks]
  - Explain 4 barriers to effective communication. [8 marks]
- Differentiate between vertical and horizontal communication in an organization. [4 marks]
  - Discuss FOUR advantages of horizontal communication in business. [8 marks]
- Networks help managers in an organization to establish contact with their employees. Explain the term 'communication networks' as used in

communication within a business organization.

[2 marks]

(ii) Name and describe THREE types of communication networks.

[6

marks]

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

(i) Outline the procedure of arranging and conducting a business meeting.

[10

marks]

(ii) Give TWO characteristics of a good agenda. [2 marks]

(iii) Outline EIGHT rules for proper business meeting etiquette. [8 marks]

4. (a) Briefly explain FIVE ways of establishing personal rapport with the customers in a business environment. [10

marks]

(b) Discuss FIVE communication methods available through the internet. [10 marks]

5. (a) (i) Define the term 'group' as used in a business environment. [2 marks]

(ii) Differentiate between formal and informal groups. [4 marks]

(b) Discuss the impacts of groups within an organization. [14 marks]

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