

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: CERT. COMP. SC.

TIME: 2 HOURS

DAY/DATE: FRIDAY 08/08/2025

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

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

QUESTION ONE

- Discuss five advantages of vertical communication in an organization. (10 marks)
- 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)
- 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.

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

QUESTION THREE

- Identify the role of technical support team in an organization (5 marks)
- Outline five features of a good organizational structure (5 marks)

- c) Listening is an important skill which should be given a lot of attention. Discuss the principles of effective listening. (10 marks)

QUESTION FOUR

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

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

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