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**BANGLADESH UNIVERSITY OF
BUSINESS AND TECHNOLOGY**

Assignment-2

Course Code: CSE 317

Course Title: System Analysis and Design

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1 No Ans:

Soln: Interview is defined as the one on one conversation with one person performing a role of the interviewer and second one is of an interviewee. Interviews reveal information about:

- (1) Interviewee opinions
 - (2) Interviewee feelings
 - (3) About the current state of the system
 - (4) Organizational goals
 - (5) Personal goals
- and some informal procedures.

2 No Ans:

Soln: List of the five steps in interview preparation:

- (1) Reading background material.
- (2) Establishing interview objectives.
- (3) Deciding who to interview.
- (4) Preparing the interviewee.
- (5) Deciding on question types and structure.

3 No Ans:

Soln: The open ended questions are construct to strengthen of a full answer and meaningful to according to the interviewee own knowledge, this type of questions known as the open ended questions.

Eight benefits of using open ended question:

- (1) Putting the interviewee at ease.
- (2) Allowing the interviewer to pick up on the interviewee's vocabulary, which reflects his or her education, values, attitudes and beliefs.
- (3) Providing richness of detail.
- (4) Revealing avenues of further questioning that may have gone untapped.
- (5) Making it more interesting for the interviewee.
- (6) Allowing more spontaneity.
- (7) Making phrasing easier for the interviewer.
- (8) Using them in a pinch if the interviewer is caught unprepared.

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Five drawbacks of using open-ended questions:

- (1) Asking questions that may result in too much irrelevant detail.
- (2) Possibly losing control of the interview.
- (3) Allowing responses that may take too much time for the amount of useful information gained.
- (4) Potentially seeming that the interviewer is unprepared.
- (5) Possibly giving the impression that the interviewer is on a "fishing expedition" with no real objective for the interview.

4 No Ans:

Some open-ended interview questions are appropriate when the analyst is interested in breadth and depth of reply. Open-ended questions are queries that prompt the ^{interviewee} candidate to provide a detailed explanation. Many interviewers ask open-ended questions to get better insight into the interviewee's thought process and personality. These questions also reveal whether candidates have enough experience and qualifications. Since there are no specific answers to open-ended questions, some interviewees might find them challenging.

Open-ended questions can use anytime when it's more important to the interviewer to elicit thoughts and opinions and insights than to get definitive answers.

Situations may include:

- (1) Informational interviews with business prospects.
- (2) Discovery sessions
- (3) Feedback sessions
- (4) customer satisfaction surveys etc.

5 No Ans:

Soln: The alternative to open-ended questions is found in the other basic question type: closed question or closed interview question. Such questions are of the basic form "Is it easy to use the current system?" and "How many subordinates do you have?". The possible responses are closed to the interviewee, because he or she can reply with a finite number such as "None," "One", or "Fifteen".

Six benefits of using closed questions:

- (1) Saving time.
- (2) Easily comparing interviews.
- (3) Getting to the point.
- (4) Keeping control over the interview.

(5) covering lots of ground quickly.

(6) Getting to relevant data.

Four drawbacks of using closed questions:

(1) Being boring for the interviewee.

(2) Failing to obtain rich detail.

(3) Missing main ideas for the preceding reason.

(4) Failing to build rapport between interviewer and interviewee.

6 No Ans:

Soln: Closed interview questions limit the number of possible responses. Closed interview questions are appropriate for generating precise, reliable data that is easy to analyze. The methodology is efficient, and it requires little skill for interviewers to administer. Closed questions appropriate -

(1) When interviewer wants to get fast facts. ~~or basic~~.

(2) When interviewer ~~to~~ needs answers to be exact.

(3) When interviewer wants to collect quantitative data.

(4) When the answer provided will determine whether or not it makes sense to continue pursuing a lead.

(6)

7 No Ans:

Soln: Another type of question is probe or follow-up. The strongest probe is the simplest. Probing questions are the type of those questions which are helpful to analyze details of the questions and these types of questions are more broad understandable than the surface of the question. With the help of the probing questions the interviewee can talk about his/her personal assessments and feelings and they can also build-up their demandable thinking. The purpose of using probing question in interview:

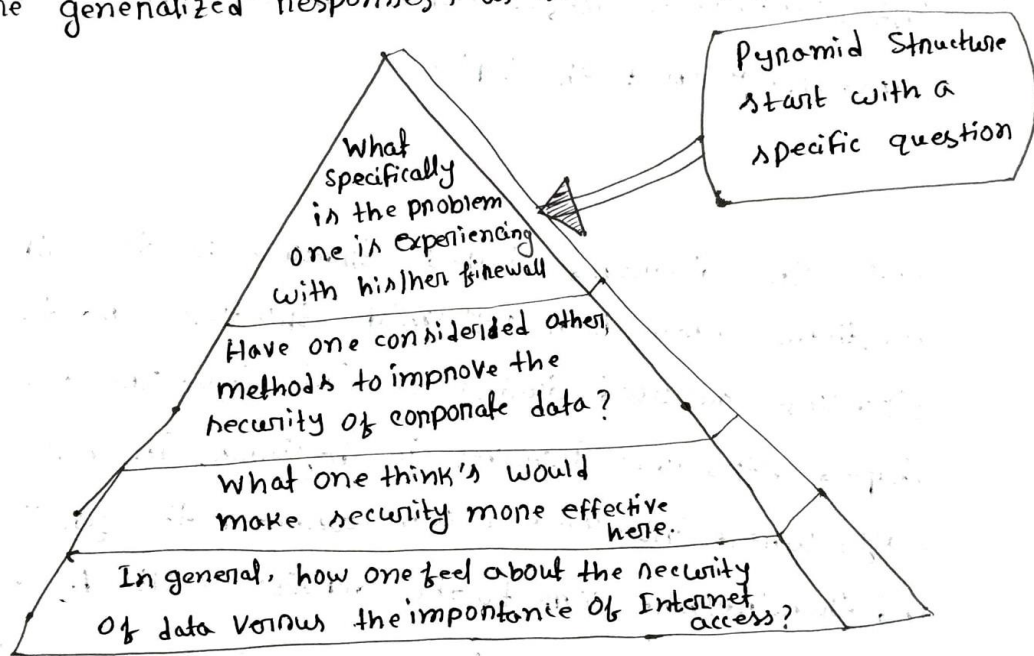
- (1) To get more meaning.
- (2) To clarify.
- (3) To draw out and expand on the interviewee's point.

8 No Ans:

Soln: An interview structured like a pyramid begins with very ~~det~~ detailed, often closed questions, and expands by allowing open-ended questions and more generalized responses. A pyramid structure is useful if interviewers need to be warmed up to the topic or if interviewees seem reluctant

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to address the topic. Using this form, the interviewer begins with very detailed, often closed questions. The interviewer then expands the topics by allowing open-ended questions and more generalized responses, as shown in figure 1 below:



9 NO Ans:

Soln: The funnel structure is the type of questions which are conclude with contraction of the possible feedback with use of closed ended questions and open ended questions. The funnel structure shaps. of questions have broad opening at top of questions and ~~enape~~ cramped ending.

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Begins with generalized, open-ended questions. Concludes by narrowing the possible responses using closed questions. Provides an easy, nonthreatening way to begin an interview. It is useful when the interviewee feels emotionally about the topic.

10 NO Ans:

Soln: The diamond shaped structure is the type of questions where both pyramid structure and the funnel structure are used during the interview. The diamond shaped structure involves in beginning in very definite way, where interviewer can consider the generic affairs and then help him come to the definite result. A diamond-shaped structure begins in a very specific way. Then more general issues are examined. ~~conek~~ Concludes with specific questions. Combines the strength of both the pyramid and funnel structures. It takes longer than the other structures.