



Sri Lanka Institute of Information Technology

B.Sc. Honours Degree in Information Technology

Final Examination
Year 2, Semester 2 (2019)

IT2090 – Professional Skills

Duration: 2 Hours

October 2019

Instructions to Candidates:

- ◆ This paper is preceded by 10 minutes reading period. The supervisor will indicate when answering may commence.
- ◆ This paper has 3 parts.
- ◆ Answer Part A and B in the question paper itself, and Part C in the booklet given.
- ◆ The total marks for the paper is 100.
- ◆ This paper contains 8 pages, including the cover page.
- ◆ Electronic devices capable of storing and retrieving text, including calculators and mobile phones are not allowed.

Part A: Multiple Choice Questions. Underline the most correct answer. (25 marks)

1. What are the three components of "Attitude"?
 - a. Foundation, Focus, Future
 - b. Affect, Cognition, Behaviour
 - c. Feeling, Belief, Character
 - d. Value, Attitude, Belief
2. Select a negative attitude out of the following statements;
 - a. Believes everything happens for the best
 - b. Believes best days are in the past
 - c. Always see opportunities
 - d. Proceed to solve problems
3. What is not a "good character"?
 - a. Understanding, caring about and acting on core ethical values.
 - b. Knowing good, desiring the good and doing the good.
 - c. Honest, Responsible, hard working and caring for others
 - d. Pessimistic, looking for other's shortcomings and unable to handle critical situations
4. In which stage of the Gibb's reflective cycle discuss how well things went, good and bad about the situation.
 - a. Description
 - b. Feelings
 - c. Evaluation
 - d. Conclusion
5. What is meant by SMART plan ?
 - a. Strengths, Measurable, Actions, Relevant, Time bound
 - b. Strenghts, Measurable, Actions, Reflecting, Time bound
 - c. Specific, Manageable, Achievable, Relevant, Testable
 - d. Specific, Measurable, Achievable, Relevant, Time bound
6. Select the incorrect statement which describe in Johari Window Model,
 - a. Close area that we are richer and more complex than which we and others identified as Hidden area
 - b. Blind area demonstrates the things that do not know by us, but others can see more clearly.
 - c. Open area is the part which we aware and which is known to others
 - d. Area that cannot be known to others unless we disclose it is the Hidden area

7. What is the correct order of the Tuckman's Team Life Cycle?
 - a. Storming, Forming, Norming, Performing, Adjourning
 - b. Norming, Forming, Storming, Adjourning, Performing
 - c. Forming, Storming, Norming, Performing, Adjourning
 - d. Norming, Storming, Forming, Adjourning, Performing
8. What is not a problem of Roles in a Team?
 - a. Role Overload
 - b. Role re-delegation
 - c. Role Ambiguity
 - d. Role Conflict
9. A successful team is not;
 - a. Working together towards a common goal
 - b. Having mutual respect for members
 - c. Reluctant to contribute from the point of view of someone else's role
 - d. Having diversity of member experiences
10. What is not a benefit of Team Diversity?
 - a. High turnover rate
 - b. Creates innovation
 - c. Grows the talent pool
 - d. Improves performance
11. What is the incorrect statement about "Team Diversity"?
 - a. Cultural issue can affect team interaction through different understandings.
 - b. Religion will hinder expressing many viewpoints in decision making.
 - c. Gender diversity will offer enhanced collaboration when working in teams.
 - d. Age differences will help bring different mindsets and opinions and strengths new ideas.
12. The first step in decision making is to,
 - a. Establish specific goals and objectives
 - b. Establish priorities
 - c. Identify and define the problem
 - d. Determine course of the problems
13. Contingency theory of leadership explains:
 - a. That Leader is concerned with the interaction of 3 areas, i.e. Task, Team, and Individual
 - b. That leadership style depends on leader's behavior and actions, rather than their traits and skills
 - c. That there is no single style of leadership appropriate to all situations
 - d. That leader continuously keeps his/her focus on Four P's - Purpose, People, Planet, Probity

14. A process in which a group of individuals generate and state ideas, but in which the rules prohibit questioning, evaluating, or rejecting any ideas, even if they seem ridiculous is called:
- a. Delphi techniques
 - b. Brainstorming
 - c. Affinity grouping
 - d. Six-thinking Hats
15. Features of a thinking environment in decision making does not include
- a. Appreciation and criticism
 - b. Incisive questions
 - c. Emotional release
 - d. Competition
16. The disparity that results from one group's access to digital technology and another group's lack of access is known as the
- a. Internet inequality
 - b. Identity inequity
 - c. Digital imbalance
 - d. Digital divide
17. According to Time Management matrix, effective professionals spend most of their time:
- a. Not urgent, Important quadrant
 - b. Urgent, Important quadrant
 - c. Important, Effective quadrant
 - d. Not urgent, Effective quadrant
18. Most important aspect in ranking tasks in a To-Do list is:
- a. Deadlines
 - b. Sequence of tasks
 - c. Our goals
 - d. Our commitments
19. This is not a primary function of professional code of ethics of a professional body
- a. Validate the members
 - b. Guide the members
 - c. Discipline the members
 - d. Explain the responsibilities of the members
20. Attributes of a profession do not include:
- a. Accreditation
 - b. Certification
 - c. Investigation
 - d. Code of ethics

21. A trademark is a;
- a. legal protection for information on foreign products.
 - b. Legal protection for intellectual works.
 - c. Legal protection for a product exported to another country.
 - d. word, symbol, name or device that a business uses to identify its goods.
22. Licensing arrangements do not create:
- a. income sources
 - b. market presence
 - c. new ownership to IP
 - d. opportunity to transfer technology
23. Which one of the following is an advantage of the small firm in the innovation process?
- a. Ability of the entrepreneur to carry out multiple tasks
 - b. Ability to raise finance
 - c. Ability to carry out R&D
 - d. Ability of the entrepreneur to act on new ideas or product development
24. _____ shows the process of creating something new.
- a. Innovation
 - b. Business model
 - c. Modeling
 - d. Creative flexibility
25. What is the incorrect classification of external factors of a business?
- a. Lifestyle trends is a social factor
 - b. Taxation is a political factor
 - c. Research funding is a technological factor
 - d. Exchange rate is an economic factor

Part B: Write down the short answers. (20 Marks)

1. List **three (3)** different team roles proposed by Dr. Meredith Belbin.

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(3 marks)

2. Write down **three (3)** advantageous of Time Management.

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(3 marks)

3. List **three (3)** leadership theories.

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(3 marks)

4. List **three (3)** Team Diversity Factors.

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(3 marks)

5. What is the most challenging diversity factor to handle?

(1 mark)

6. List **four (4)** categories of issues that are faced by the society due to exponential growth of computing/IT.

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(4 marks)

7. List **three (3)** aspects highlighted by CSSL code of ethics.

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(3 marks)

Part C: Essay Type Questions. (30 marks)

8. Malka has been assigned a team of 10 people to help her to organize a company musical event. They have been working together for over a month now and they just haven't really come together as a team. She was sure she started off well. She contacted everyone on the team and let them know their responsibilities on the project.

Each of the members gets the tasks completed, but don't seem concerned with the others on the team. If someone needs help, no one pitches in to assist. If a team member has a problem, no one helps him to solve that problem. Just yesterday one of the team members had an emergency and asked if someone on the team could have a call with the sales team so she could leave early. No one offered to help so Malka jumped in to assist. Malka had to do something. This was a bad experience for everyone frankly and some members already were talking about getting off the project. Moreover, she felt the event won't be as good as it could if they just came together as a team.

- a. Describe three issues with above team and teamwork. (3 marks)
 - b. Describe two issues with Malka's team leadership. (2 marks)
 - c. What are the steps you will propose to overcome above issues? Justify your answers. (5 marks)
9. You are a final year student of SLIIT about to graduate by October. You sent your CV to a half-dozen companies hoping to get a job. A month ago, you interviewed at ABC Company and XYZ company. Two weeks ago, XYZ company offered you a job. One week ago, you accepted their offer, agreeing to start work a month after graduation. Today you received a much better offer from ABC company.
- a. Give one example each for Fundamental values, focus values, and future values that you possess which might be affected by above situation. (6 marks)
 - b. Explain what would you do? (4 marks)
10. A professor puts a few journal articles on reserve in the library and makes them assigned reading for the class. Some students complained that those articles cannot be accessed because other students always seem to have them checked out. The professor scans them and posts them on his Web site. The professor gives the students in the class the password they need to access the articles.
- a. List four factors that would consider when a person used a copyrighted material under "Fair Use". (4 marks)
 - b. Argue whether the professor's use is "Fair Use" or not. (6 marks)

Answer Sheet for the Part A: Multiple Choice Questions

1	a	b	c	d
2	a	b	c	d
3	a	b	c	d
4	a	b	c	d
5	a	b	c	d

6	a	b	c	d
7	a	b	c	d
8	a	b	c	d
9	a	b	c	d
10	a	b	c	d

11	a	b	c	d
12	a	b	c	d
13	a	b	c	d
14	a	b	c	d
15	a	b	c	d

16	a	b	c	d
17	a	b	c	d
18	a	b	c	d
19	a	b	c	d
20	a	b	c	d

21	a	b	c	d
22	a	b	c	d
23	a	b	c	d
24	a	b	c	d
25	a	b	c	d