

**MASTER IN COMPUTER
APPLICATION (MCA) (NEW)**

Term-End Examination

June, 2022

MCS-214 : PROFESSIONAL SKILLS AND ETHICS

Time : 2 Hours

Maximum Marks : 50

Note : *Answer all questions.*

1. Read the following passage and answer the questions below it : 20

Competition is a fact of life. To pretend that it doesn't exist or that you should avoid it all costs would be ridiculous. I've always loved to compete. As a child I was the fastest runner at school and the number one tennis player in Northern California in my age group. I was a high school All-American Athlete and went on to receive a college scholarship in tennis, where I played in the number one position and became

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the youngest captain in my team's history. I've run three marathons, one of them in three hours.

As an adult, my love of competition has continued, not only in sports, but in business as well. I love to negotiate, buy low, and sell high. I'm proud to be creative, and I'd like to believe I have a flair for marketing. The publishing world is fiercely competitive. I love to see my books doing well, and it's fun to get a standing ovation after a speech. I could certainly make the argument that if I didn't compete well, I wouldn't be helping very many people. So it's important that I compete.

I tell you these things because I've spoken to many people who assume that I'm too relaxed to compete, which is not true. I don't want to give the impression, as I suggest you compete from the heart, that you can't compete effectively if you are a gentle person and become less attached to winning. You can have it all. You can be a winner and financially

successful, have fun, compete hard, but never lose your perspective of what's most important—enjoying yourself, giving back, and taking it all in stride.

To compete from the heart means that you compete less from a desperate or neurotic need to achieve and more out of a love for what you do. Competing is its own reward. You are completely immersed in the process, absorbed in the present moments of the activity—the business deal, the sale, the negotiation, interaction, or whatever. When you compete from your heart, the process itself provides the satisfaction; winning is secondary. When looked at in this healthier way, your business life becomes so much easier. You play hard—and then let go. You bounce back almost instantly. You're resilient. You're a good sport. By not being so attached to a specific outcome (winning), you conserve energy and see hidden opportunities. You learn from your mistakes and losses. You move forward. Isn't it obvious

that this not-so-attached attitude is in your best interest ?

It's been said, "Winning isn't everything, it's the only thing." To me, this is utter nonsense. This philosophy stems from the fear that if you aren't consumed with winning, you never will win. I can tell you that I'm not consumed with winning—never have been, never will be—yet I've won many awards, contests, and first-place finishes. I've also done well financially and made some wise investments. But none of my competitive accomplishments would mean anything to me if they weren't from the heart—if I became so carried away with the competition and outcome that I forgot my humanity. So, to me, the "Winning is everything" motto is grossly inaccurate.

- (a) (i) What were the two things that the author excelled in, in his childhood ?
How did this benefit him ? 2
- (ii) What do you think is the author's profession(s) ? Why ? 2

- (iii) Describe the “new” way of competing that the author suggests in para 3. 2
- (iv) The author believes in “complete from the heart.” What do you think this means ? How is this philosophy different from “winning is everything” ? Discuss. 4
- (b) Find words/phrases from the passage which mean the same as the following : 5
- (i) talent (para 2)
 - (ii) great applause (para 2)
 - (iii) to deal with a difficult situation in a calm way (para 3)
 - (iv) quick to recover (para 4)
 - (v) totally preoccupied (para 5)
- (c) Make sentences with the following words/phrases : 5
- (i) marathons
 - (ii) perspective
 - (iii) neurotic
 - (iv) bounce back
 - (v) accomplishments

2. Write short notes on any **two** of the following :

2×5=10

- (i) A brief history of copyright law
- (ii) Ethics at the workplace
- (iii) Personal and social competence
- (iv) What are “blindspots” and how to overcome them ?
- (v) Collaboration and cooperation
- (vi) Presentation skills

3. (a) Fill in the blanks using the linking words given below : 5

There is one extra linker given :

yet, although, in spite of, unless, because, moreover

- (i) You can't take the exam
you have 75% attendance.
- (ii) The building looks old it
being maintained regularly.
- (iii) She couldn't reach on time
the bus broke down on the way.

(iv) She is not very resourceful
she is always ready to help everyone.

(v) he is quite old, he works
very fast.

(b) Look at the following answers and form
suitable questions : 5

(i) Yes, I'll go with you.

(ii) I met her at a party.

(iii) Of course, I can visit you tomorrow.

(iv) I suggest you exercise for 45 minutes
every day.

(v) No, it is not possible.

4. You ordered for an i-pad on an online retailing service and you received a defective piece. Draft a letter to the head of Consumer Grievances of that organisation indicating this and request for the replacement of the product. 10

**MASTER OF COMPUTER APPLICATIONS
(MCA-NEW)**

Term-End Examination

December, 2022

MCS-214 : PROFESSIONAL SKILLS AND ETHICS

Time : 2 hours

Maximum Marks : 50

Note : Answer *all* questions.

1. Read the following passage and answer the questions below it :

The world is often a dangerous place to do business in. For an organization to survive it must become adept at identifying and managing possible risks. In our personal lives we do this every day, often without thinking about it. Before we cross the road, we look around to make sure there isn't a vehicle heading towards us. And every parent weighs up all potential dangers before allowing their child to run the risk of riding a bike outside. Businesses have to make predicting, recognizing, and minimizing risk as natural and habitual as this.

Some risks affect all businesses, such as the unpredictability of economics (e.g. inflation), politics (e.g. new legislation), and business realities (e.g. late payments). However, there are also risks specific to each sector. In the volatile telecommunications sector, a mobile phone company has to anticipate shifting customer taste in a market that is moving so fast it's hard to look one year into the future, let alone ten.

It's been said that the species most likely to survive is the one most responsive to change. The problem in risk assessment is that progression and change in today's world is no longer linear and predictable. The only successful business will be one that accepts uncertainty and is flexible enough to respond to change as it comes. That's where Watchman can help. This impressive software accepts a variety of inputs and then produces a stunning three-dimensional graphic display that allows you to view various risk factors at a glance, all against an interactive timeline. Intuitive controls allow you to filter the output to compare probabilities, determine the relative importance of each risk factor, and evaluate potential impact. And, of course, you can alter the variables to gauge how different conditions make an impact — in the hope

that this knowledge will help you to avoid exposing your organization to unnecessary risks.

So it's great as far as it goes, but there is a problem. If the input you provide is incomplete, this will affect the quality of the risk analysis. Watchman can't do the thinking for you and it can't determine whether a threat is directly relevant to your company. It is a sound program, but it is no replacement for the skilled, intuitive work done by an experienced risk manager.

(a) Answer the following questions based on the passage :

- (i) What are the risks that all businesses face at some time or the other ? 2
- (ii) What makes a business successful according to the passage ? 2
- (iii) What is 'Watchman' according to the passage ? How does it help a business reduce its risk factors ? 2
- (iv) When does 'Watchman' not perform to its optimum ? Why ? 2
- (v) Give an appropriate title to the passage and explain why it is appropriate. 2

- (b) Find words from the passage which mean the same as the following phrases/words : 5
- (i) proficient/good at (para 1)
 - (ii) forecasting (para 1)
 - (iii) changeable/ever-changing (para 2)
 - (iv) instinctive (para 3)
 - (v) to check out (para 3)
- (c) Make sentences with the following words/phrases : 5
- (i) survive
 - (ii) minimizing
 - (iii) anticipate
 - (iv) stunning
 - (v) evaluate

2. Write short notes on any **two** of the following : 10

- (a) Barriers to communication
- (b) Characteristics and conventions of conversation
- (c) How to be successful in a group discussion
- (d) Qualities that employees must develop if they want to be successful
- (e) A brief history of Copyright

3. (a) Write down the questions that led to each of these answers. The first one is done for you as an example. 5

- (i) Q : Are you Ms. Sen ?
A : That's right. Pleased to meet you.
- (ii) Q : _____ ?
A : Yes thanks. I had a very good flight.
- (iii) Q : _____ ?
A : I would like to meet Mr. Prakash, if he's in the office.
- (iv) Q : _____ ?
A : No, my husband is travelling with me. I'm meeting him later.
- (v) Q : _____ ?
A : It was Mr. Jain who recommended the hotel to me.

- (b) Fill in the blanks with a/an, the or no article. 5
More and more _____ shoppers are by-passing _____ brand names for _____ cheaper no-name products. This shows that even _____ biggest and strongest brands in _____ world are vulnerable.

4. Write a brief article in about 250 words on any **one** of the following topics : 10
- (a) Technology in the Classroom is the New Normal
- (b) The World as a Global Village
- (c) Protection of the Environment for the sake of the Future Generations
- (d) The Impact of the Internet on Social Relations
- (d) AI in the Household

No. of Printed Pages : 7

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June, 2023

MCS-214 : PROFESSIONAL SKILLS AND ETHICS

Time : 2 Hours

Maximum Marks : 50

Note : *Answer all questions.*

1. Read the following passage and answer the questions below it :

One of the greatest advances of modern technology has been the invention of computers. They are widely used in industries and universities. Now there is hardly any sphere of human life where computers have not been pressed into service of humans. We are heading

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fast towards a day when a computer will be as much a part of our daily life as a telephone or a computer. Computers are capable of doing extremely complicated work in all branches of learning. They can solve the most complex mathematical problems or put thousands of unrelated facts into order. These machines can be put to various uses. For instance, they can provide information in the best way to prevent traffic jams. The process by which machines can be used to work for us has been called 'automation'. In the future, automation may enable human beings to enjoy more leisure than they do today. The coming of automation is bound to have important social consequences.

Some years ago, an expert on automation, Sir Leon Bagrit pointed out that it was a mistake to believe that these machines could 'think'. There is no possibility that human beings will

be 'controlled by machines'. Though computers are capable of learning from their mistakes and improving their performance, they need detailed instructions from human beings to operate. They can never, as it were, lead independent lives or 'rule the world' by making decisions on their own. Sir Leon said that in future, computers would be developed which would be small enough to carry in a pocket. Ordinary people would then be able to use them to obtain valuable information.

Computers could be plugged into a national network and be used like radios. For instance, people going on holiday could be informed about the weather conditions. Car drivers can be given alternative routes when there are traffic jams. It will also be possible to make tiny translating machines. This will enable people who do not share a common language to talk to each other without any difficulty.

Question :

(a) Answer the following questions : $5 \times 2 = 10$

- (i) Explain automation.
- (ii) Why can't computers lead independent lives or rule the world ? Give *two* reasons.
- (iii) What are Sir Leon's views on automation ?
- (iv) Give the meaning of the following phrases :
 - (i) 'Controlled by machine'
 - (ii) 'Rule the world'
- (v) Give a suitable title to the passage and give reason for it.

(b) Find words or phrases from the passage that mean the same as following : 6

Make progress (Para 1)

Creation (Para 1)

Precious (Para 2)

Having the ability (Para 2)

Available as another possibility (Para 3)

A way or course (Para 3)

- (c) Make sentences of your own with the following words/phrases from the passage : 4

- (i) Widely
- (ii) Complicated
- (iii) Possibility
- (iv) Conditions

2. Write short notes on any **two** of the following in about **75** words each : 5×2=10

- (i) The qualities of a leader
- (ii) Problem solving skills
- (iii) Importance of feedback in communication
- (iv) Why is honesty the best policy ?

3. (I) Fill in the blanks with a, an, the or no article : 5

I am from Mumbai, Maharashtra.

Mumbai is city in India. I live in house in quiet street in countryside

street is called 'Malad street' and
house is more than 100 years old. I work as
..... librarian at college near
..... town.

II. Rewrite the sentences beginning with the
words given below : 5

- (i) The train has been delayed due to heavy
floods.

Heavy floods

- (ii) We will buy a car by next year.

A car

- (iii) The game is played by them.

They

- (iv) The parents requested the children to
participate in Olympiad.

Please

- (v) The University has launched a vocational
course.

A vocational course

4. Write a letter to your parents informing them about your internship at a Tech-firm HCL. Talk about : 10

- (i) Your work profile
- (ii) The incentives provided by workplace
- (iii) The challenges that you faced and overcome

You may use about **150** words.

No. of Printed Pages : 8

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Time : 2 Hours

Maximum Marks : 50

Note : Answer all questions.

1. Read the following passage and answer the questions below it :

Information Technology (IT) is the application of computers and internet to store, retrieve, transmit and manipulate information, often in the context of a business or other enterprise. IT is considered as a subset of Information and

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Communication Technology (ICT) and has evolved according to the needs. It is worth while noting that term IT is commonly used as a synonym for computers and it has, in this sense, shaped societies and adapted itself to people's needs.

Humans were the first 'computers'. Then machines were invented to carry out computational tasks. Now these machines have given way to a new form of information technology. Information has become accessible from anywhere through cloud technology. The term information technology in its modern sense first appeared in a 1958 article published in the Harvard Business Review; authors Harold J. Leavit and Thomas I. Whisler commented that the new technology does not yet have a single established name. We shall call it Information Technology (IT). Their

definition consists of three categories : techniques for processing, the application of statistical and mathematical methods to decision-making and the simulation of higher order thinking through computer programs and computer networks but it also encompasses other information distribution technologies such as television and telephones. Several industries are associated with information technology including computer hardware, software, electronics, semi- conductors, internet, telecom equipment, engineering, health care, e-commerce and computer services. Thanks to the continuous development of computers, the original computing systems became minicomputer and later personal computers took the lead. Now-a- days, mobile phones are dethroning the personal computer and computing is evolving faster to become

disembodied like a cloud, becoming accessible more easily whenever needed. Information technology has transformed people and companies and has allowed digital technology to influence society and economy alike.

Questions :

(a) Answer the following questions :

5×2=10

- (i) Information technology is evolving mostly as a result of ?
- (ii) The author claims that the first computers were ?
- (iii) What is the outcome of the development of information technology ?
- (iv) What does it signify when computing systems take the shape of clouds ?
- (v) Give a suitable title to the passage and give a reason of it.

- (b) Find words or phrases from the passage that mean the same as the following : 6

(i) A place where items may be kept

(Para 1)

(ii) To spend or convey from one person or place to another (Para 1)

(iii) Modify (Para 1)

(iv) To create (Para 2)

(v) A result or effect of an action or condition (Para 2)

(vi) Imitate (Para 2)

- (c) Make sentences of your own with the following words from the passage : 4

(i) Retrieve

(ii) Subset

(iii) Dethrone

(iv) Accessible

2. Write short notes on any **two** of the following :

$5 \times 2 = 10$

- (i) Should anonymity be allowed on the internet ?

- (ii) How important is time management ?
 - (iii) Your understanding of morality and ethics
 - (iv) Impact of social media.
3. (a) Fill in the blanks with a, an, the or no article :

$$10 \times \frac{1}{2} = 5$$

To say education is important is understatement. It is weapon to improve one's life. It is probably most important to bring about social change. Education for child begins at home. It is lifelong process that ends with death. Education certainly determines quality of individual's life. Education improves one's knowledge skill and develops personality and attitude most noteworthy. Education affects chance of employment for people. A highly educated

individual is probably very likely to get..... good job.

- (b) Rewrite the following sentences beginning with the word given below : 5

- (i) The girl has been feeling sick because of the weather.

Bad weather ...

- (ii) I will write a book in the next semester.

A book ...

- (iii) Your food is being prepared by him.

He is ...

- (iv) You are requested to throw garbage in the dust bin.

Please ...

- (v) She has stitched a new uniform for her sister.

A new uniform ...

4. Write a letter to your friend sharing details of a newly offered course in your university. 10

Talk about :

- (i) How innovative and different this course is
- (ii) Your ideas and understanding about the course
- (iii) The scope of the course

You may use about **150** words.

No. of Printed Pages : 5

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June, 2024

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Time : 2 Hours

Maximum Marks : 50

Note : *Answer all questions.*

1. (a) Read the following passage and answer the questions below it :

Quite recently India laid the foundation stone for one of its most sought after projects—running a bullet train. It was very well considered as a dream project. The whole country felt proud of having its first ever bullet train scheduled to run between Mumbai and Ahmedabad, a distance of 508 kms, in about 2 hours 35 minutes. In the

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words of Prime Minister, “To grow, one needs to expand one’s dreams and decide one’s strength to achieve that. It is the new India which has to fly high.” “Bullet train is a project that will provide pace to development. Along with new technology, it will also result faster”, he added. According to Achal Khare, the managing director of National High Speed Rail Corporation, the project would be completed by December 2023.

The Bullet train project began with an ambitious dream of having a high-speed train in India that cuts the travel time and get remain an economical option to go from one city to another. The technology of this high speed Rail, also known as HSR was influenced by Japan, which runs a network of bullet trains in their country on Shikasen technology, making many cities

well connected to others. According to reports, Japanese Prime Minister Shinzo Abe offered to provide US 12 billion dollars of soft loans to build India's first bullet train.

The Japanese government will be bearing 80 per cent of the total project cost whereas the increase in the cost estimates has to be borne by both India and Japan.

Question :

- (i) Why is Bullet train considered as a Dream Project ? 2
- (ii) What are the prime advantages of having a Bullet train ? 2
- (iii) How would the technology managed for this project ? 2
- (iv) Comment on the philosophy embedded in Prime Minister's words. 2

(v) Discuss the financial management for the HSR project. 2

(vi) Suggest an appropriate topic for the passage. 2

(b) Find words/phrases from the passage which mean the same as the following : 3
power, inexpensive, advancement

2. Write short notes on any *two* of the following :

5×2=10

(i) Value of self-confidence

(ii) Perils of plagiarism

(iii) Role of ethics in personal and professional life.

(iv) Importance of listening.

3. Fill in the blanks with a/an, the or no article. 5

Let us go to club.

..... sun gives us life.

Riya, you were hour late for the class.

Rahul was playing in room when he got idea.

4. Make sentences of the following phrasal verbs in such a manner that the meaning becomes clear : 10

- (i) bread out
- (ii) take off
- (iii) look after
- (iv) passed away
- (v) put out
- (vi) made up
- (vii) call off
- (viii) break down
- (ix) do without
- (x) call on

5. Write a letter to your friend sharing about your new job experiences in an IT company.

You may discuss. 10

- (i) The work environment.
- (ii) The social impact of your company.
- (iii) How you plan your career through this for next 5 years.