Mock Paper for the Final Examination

Sri Lanka Institute of Information Technology

B.Sc (Hons) Information Technology

**Final Examination**

Year 1, Semester 1 (2022)

**IT1040 – Communication Skills**

December 2022

Duration: 2 hours

This paper consists of **….** papers.

Total marks scored for this paper contribute to **50%** of the final grade.

Duration : **02 hours**

**Answer all questions.**

**Use question paper itself to answer the questions.**

**Question 01 (25 marks)**

Read the following passage and answer the questions.

a) Internet users who spend as much as thirty hours a week or more surfing the Web may endanger personal relationships, jobs, and their finances. These individuals appear to be addicted to the Internet, but what is Internet addiction and why is it so prevalent?

b) Symptoms of Internet addiction include a constant desire to get online, a need to use the Internet for longer periods of time in order to find satisfaction, and feelings of restlessness or irritability when not online. Other symptoms include using the Internet to escape problems and lying to family or friends about time spent on the Internet. Another serious symptom is continuing to use the Internet even after problems develop in relationships, work, or school as a result of such use. A person who suffers three or more of these symptoms over a 12-month period or more would be considered addicted.

c) A recent study published in the Journal of Affective Disorders examined the Internet habits of twenty people. These people spent more than thirty non-working hours a week online over a three-year period. The participants reported staying up all night, ignoring family responsibilities, and being late for work as a result of their online activities. As a consequence, many suffered from relationship problems, failed classes or lost jobs, as well as accumulation of large debts. These participants’ habits met the criteria for a psychological disorder. Specifically, they had impulse control disorder. The findings of this study have given rise to the term “Net compulsion” to describe Internet addiction. Since these findings, Net compulsions have been further defined to include compulsive online gambling, cybersex compulsion, online auction addiction, and obsessive online trading.

d) But what is it that makes online auction houses, gambling, pornography, or trading so addictive? The first factor which may contribute to such compulsive behavior is accessibility. Before the existence of the Internet, a person needed to travel to a casino in order to gamble. To invest, a person needed to call or visit a broker. Shopping involved spending hours visiting various stores, waiting in long lines, or fighting crowds. Now, those with access to the Internet have immediate, 24-hour access to everything. This includes virtual gaming sites, online trading sites that provide up-to-the-minute stock reports, pornographic materials and sex chat rooms, and online auction houses where they can find any item imaginable. As the problems and limitations of real life are removed, some people begin to indulge more heavily in these activities for immediate gratification and to satisfy whims.

Control is a second factor influencing compulsive behavior. Online stock trading serves as a good example of the effect control has on compulsive behavior. In the past, people had to rely on brokers. Today, individuals have the ability to take control over their own investing. Such full personal control leads some people to develop an obsession with monitoring and adjusting their investments.

A third important factor is excitement. Excitement represents the emotional “rush” or “high” associated with winning. In gambling, the rush of winning becomes a great reinforcement to continue playing. In auction sites, obtaining an item by beating other bidders seconds before the bid closes can be intoxicating. With any compulsive activity, the excitement surrounding the activity becomes a powerful hook encouraging future behavior.

e) No one knows exactly how many people develop personal problems through such use of the Internet. However, in the largest study of Internet users, involving 17,000 participants, psychologist David Greenfield speculated that approximately six million Americans could be addicted.

f) However, help is available for those with Net compulsion. Psychologists have been studying obsessive and compulsive behaviors and their treatments for years. Mental health professionals have established therapies to help people curb the length of time spent online. Currently, Internet-addiction centers are opening across the United States. These aim to help self-confessed addicts, focusing on addressing the underlying problems which may have contributed to Internet overuse in the first place. But as with other addictions, recovery can only occur with an honest admission of the problem.

(Reading for the Real World 3 Second Edition, Barbara Graber · Peggy Babcock ·Kayang Gagiano, 2009 Compass Publishing)

* 1. The passage has six sections named a -f. Which section contains the following information? Select the correct letter. (05 marks)

1. What is Net compulsion?
2. A study on internet users
3. Treatments for Net compulsion
4. Signs of Internet addiction
5. Reasons for Net compulsion.
6. Defining internet addiction
   1. Identify appropriate antonyms (a word of opposite meaning) for the following words. (2x5 = 10 marks)
7. Compulsive – ……….…
8. Obsession – ……..…….
9. Endanger – …………
10. Immediate – …………….
11. Prevalent – …………….
    1. Read the following statements and decide whether they are True or False based on the given text. Select the answer. (10 marks)

TRUE - if the statement agrees with the information given in the text.

FALSE - if the statement contradicts with the information given in the text.

1. Having personal problems is the main cause for compulsive behavior. – **…………**
2. Mental therapies have been introduced to stop people using Internet. **…………….**
3. Net compulsion is considered as a psychological disorder. – **…………….**
4. Spending time setting up a personal homepage is not a sign of internet addiction.  - **…………………….**
5. Accessibility, control, excitement and perseverance are the four factors affecting Net compulsion.  - **……………..**
6. People can only be addicted to drugs, not technology. - **………………**
7. Not feeling satisfied after surfing for five hours is a symptom of internet addiction.  -**………………..**
8. Internet-addiction centers have been established worldwide in order to help self-confessed addicts - **……………..**
9. Surfing internet for movies can be included under “Net compulsion”.  - **…………………..**
10. Internet addict does not need to accept that he/she is addicted to internet in order to undergo treatments.  - **……………………….**

**Question 02 (25 marks)**

Rewrite the following sentences to make them nonsexist or gender neutral.

1.      The assumption of many e-mail users is that a writer should address his contact with the appropriate level of formality.

2.      From the beginning of time, mankind used horses in one way or another.

3.      A student should use polite language when he is communicating with others.

4.      To avoid plagiarism, a writer should always footnote his source material when he is writing a report.

5.      When the scholar pursues research, he has to present a report embodying the results of his work to a panel of examiners.

**Question 03 (25 marks)**

1. FranklinAlwis

Franklin Alwis ………………..

Accountant

1. In order to encourage our customers to pay for their invoices before the due date, we have implemented a discount model where we will give you 2% off your invoice if you pay us within seven days of receiving the invoice ……………..

1. 12 October 2021 ………………..
2. Franklin Alwis

Accountant

Aragon Finance Ltd

25 3 Dannister Wijetunge Road ………………..

Colombo 4

1. Reduction of Invoice for Timely payments ………………..
2. Yours faithfully ………………..
3. Dear Madam/Sir ………………..
4. It has come to my attention that your company ABC has been late with paying their invoices for the past three months. ………………..
5. Finance Manager

ABC Company

Sir Arthur Silva Road ………………..

Colombo 6

1. I hope that everything runs well for you and your company. You are one of our biggest customers and we highly appreciate your business. If you have any questions or concerns, feel free to contact me. ………………..

3.2) Choose the most suitable answer from the suggested answers in the box to complete the following formal letter**. (1 x 5 = 05 marks)**

First, increasing, then, therefore, increase, inform, start, persistent, current

Difficulties caused by the construction sites in our area during monsoon seasons.

I wish to 1) …*………*……….. the municipal authorities of the difficulties the residents of my locality are facing due to the construction sites and repair work currently happening in our area. Monsoon season has started a few days ago and is 2)………*…………*….. our problems. The repair work has been ongoing for five weeks now and is falling way behind schedule. And now with the 3)……*………..*…… weather conditions, we are having 4)…………….… problems of water logging and flooding in our area. Another worry is about the accidents that may occur due to the debris lying around the road. Diseases caused due to waterlogging are another one of our concerns. 5)……*…………..*….. I wish to draw the attention of the concerned authorities with the help of your newspaper. I expect that you will be able to help us in drawing their attention and resolving this matter at the earliest.

**Question 04 (25 marks)**

Write an essay on ONE of the following topics. Limit your essay to 250 words.

1. Some people believe the aim of university education is to help graduates get better jobs. Others believe there are much wider benefits of university education for both individuals and society.

Discuss both views and give your opinion in this regard.

1. Many people believe that social networking sites (such as Facebook) have a negative impact on both individuals and society.

To what extent do you agree or disagree with this statement?

1. After a few agonizing minutes of indecision I decided to abandon the car and take a taxi. But even the taxi took ages to get there because there was a terrible traffic jam………

Write a narrative essay using the prompt given as a beginning to the essay.

~ End of the question paper ~