



Bahria University, Islamabad Campus
Department of Computer Science
Final Term Examination
Class & Section: BS(IT)-6AB Morning
(Spring 2023 Semester)
Paper Type: Descriptive

Course:	Organizational Theory and Behaviour	Date: 06/07/2023
Course Code:	MGT-242	Session: I
Faculty's Name:	Fatima Fazal Abbasi	Max Marks: 50
Time Allowed:	2.5 Hours	Total Pages: (2)

INSTRUCTIONS:

1. This is closed book exam. Communication devices and any written material is strictly prohibited.
2. All questions are compulsory.
3. Give examples where required.

Student's Name: Alvina Liaqat Enroll No: 01-135262-017
(USE CAPITAL LETTERS)

Question # 1 (A+B+C=5+5+5=15 Marks)

- A. Discuss with examples terminal values and instrumental values as identified by the Rokeach Value Survey..... CLO 1
- B. What are the sources of resistance to change?.....CLO 1
- C. Briefly explain the consequences of stress.....CLO 1

Question # 2 (10 Marks)

Considering the concept of organizational politics, specifically the **defensive behavior** that individuals show and the **impression management techniques** they use to protect their image, what are the **specific behaviors and techniques** you have observed your class fellows have been using during the final project task completion? (At least 10 should be mentioned)
..... CLO 2

Question # 3 (A+B=6+4=10 Marks)

- A. Differentiate between three types of views that are used to explain conflict.....CLO 2
- B. Differentiate between two types of bargaining with examples..... CLO 2

Question # 4 (A+B=5+5=10 Marks)

ABC Company is encountering difficulties as its sales revenue has experienced a decline. The CEO has taken the initiative to investigate the underlying causes and has formed a task group to address the issue. The task group comprises individuals from the marketing, finance, production, and HR departments, and their objective is to present a comprehensive report to the CEO. Initially, the group encountered challenges in setting the necessary steps for the process, resulting in a heated argument that led some members to leave the meeting. However, in subsequent meetings, they were able to overcome their differences and approached the

problem with a dedicated mindset. The only participant who consistently missed meetings and failed to fulfill their assigned responsibilities was the HR manager. When questioned, the HR manager expressed confidence that the report would be completed on time. Eventually, after successfully completing their task, the four managers developed a strong working relationship and began socializing on a regular basis.

- A. Describe the stages that the group went through..... CLO 3
- B. There are two major types of group. Identify and describe the type of group in the above case. Justify your answer.....CLO 3

Question # 5(A+B=2.5+2.5=5 Marks)

- A. SPercy Collins works as a life advisor at an insurance firm and often looks for constant admiration from his manager every time he sells a policy. He also feels that he is the best at his work and no other advisor in his company has the ability or the skills to sell the amount of policies that he can. Often during meetings and team building exercises, colleagues find him rude, distant, and antagonistic. **Identify and describe the personality trait exhibited by Collins.....CLO 3**
- B. Michelle Young, who works as a sales manager at a bank, often has to deal with a lot of stress to meet monthly targets for her team. However, irrespective of stressful situations, she manages to handle problems with ease and a smile on her face. Her team members are often surprised at how she deals with such situations with so much confidence. They believe the reason she manages to be such a good role model of handling volatile situations is because she is confident of her capabilities and sees herself as an effective manager. **Identify and describe Young's personality trait in terms of the Big Five Model of personality..... CLO 3**

Best of Luck



Bahria University, Islamabad Campus
Department of Computer Science
Final Term Examination
Class & Section: BS(IT)-6A&B Morning
(Spring 2023 Semester)
Paper Type: Descriptive

Course:	Technical Writing and Presentation Skills	Date: 07 July 2023
Course Code:	HSS 320	Session: I
Faculty's Name:	Dr. Ameer Sultan & Mr. Mohey ud din Aurangzaib	Max Marks: 50
Time Allowed:	2.5 Hours	Total Pages: (1)

INSTRUCTIONS:

1. This is closed book exam. Communication devices and any written material is strictly prohibited.
2. All questions are compulsory.

Student's Name: Alvina Liaqat Enroll No: 01-135202-017
(USE CAPITAL LETTERS)

Question #1 (2+8 Marks)

Define plagiarism and discuss different ways to avoid plagiarism (CLO-1)

Question #2 (15 Marks)

Explain the steps to prepare and deliver an effective PowerPoint presentation. (CLO-2)

Question #3 (15 Marks)

Discuss the format and content of minutes of meeting with an example. (CLO-2)

Question #4 (10 Marks)

What is biased language and how can you avoid such language in your written and oral communication. (CLO-4)

Best of Luck



Bahria University, Islamabad Campus

Department of Computer Science

Final Examination

Class/Section: BSIT 6/A,B

(Spring 2023 Semester)

Paper Type: Descriptive

Course: Enterprise Systems

Date:04/07/23

Course Code: ITC-321

Session:I

Faculty's Name: Saba Mahmood

Max Marks:50

Time Allowed: 2.5 Hrs

Total Pages: 2

INSTRUCTIONS:

- I. The answers must be concise and relevant. There are total five questions.**

Student's Name: _____ Enroll No: _____
(USE CAPITAL LETTERS)

- Q.1.** a. Discuss the five points in post-production support.
b. Discuss the user issues and activities that arise during stabilization phase.

**Marks [5+5]
CLO1**

- Q.2.** a. Describe how the different steps involved in business process re-engineering are related to the successful implementation of ERP.
b. Analyze the drivers behind BPR.

**Marks [5+5]
CLO2**

- Q.3.** a. How readiness is important?

b. How can we check **technical infrastructure readiness** of a scenario when the technical infrastructure related to report generation and distribution of a branch of company located in Islamabad region is of high criticality. In case of infrastructure failure, reports can be printed centrally and distributed through mail.

**Marks [3+7]
CLO4**

- Q.4.** a. Briefly describe the four drivers of SCM and how they impact the system's responsiveness.
b. List the stages of ERP Life Cycle.
c. Differentiate among BPR, Technical and Physical Scopes.

**Marks [5+2+3]
CLO1**

Enrollment Number: _____

- Q.5. a. Discuss the major components of CRM?
b. How is CRM life cycle different from ERP lifecycle? Compare and contrast.

Marks [5+5]
CLO1

End of Question Paper
