National Institute of Business Management
School of Computing and Engineering

BSc (Hons) Computing |ITB |EHNS - Year 1
Diploma in Computer Systems Design – 21.1F
Diploma in Software Engineering – 21.1F
Diploma in Network Engineering – 21.1F   Index Number: ………………………

Effective Communication Skills – I (Paper I)
Semester Two

Time allowed: Two hours   29th July 2022| 09.00 a.m. – 11.00 a.m.

INSTRUCTIONS TO CANDIDATES
- This paper contains 05 questions.
- Marks for each question is indicated.
- This is a closed book examination.
- Answer ALL questions.

[Part 1 – Vocabulary and Language]

<u>Question 01</u>: (20 marks)

Underline the most suitable option to fill in the blank of the sentence.   (10 marks)

1. Cloud computing is no longer just a clever new toy in the world of IT infrastructure. Despite the nebulous name, it's become a real and important …………………. of our information architecture—and tech professionals who …………………. it or try to skim their way through risk falling behind rapidly.

   a.

       i. part   iii. partition

       ii. partner   iv. parallelism

   b.

       i. ignite   iii. ignore

       ii. trick   iv. believe

2. Many organisations use a variety of public cloud services to support different developer and business units – called a multicloud environment. Multicloud has grown in ………… because developers want access to the platform of their choice, and businesses want the flexibility to move between vendors.

       i. portion   iii. disapproval

       ii. dislike   iv. popularity

3. The easiest way to think of IaaS is that it provides a virtual server that is ………………... to a physical server — you have to select an operating system (for example, Linux, Windows, and so on), and everything "up the stack" to the applications that will run.

i. practical	iii. useful
ii. equivalent	iv. comparative

4. TikTok announced today that it is making it easier for users to watch video content with automatically generated captions. This new upgraded feature was first introduced by the company in 2021 but had a number of …………...

i. deviation	iii. mistakes
ii. flaws	iv. deviances

5. Instagram says it will begin to issue warnings to users whose captions are considered offensive. The photo-sharing app says it has trained an artificial intelligence system to ……………. offensive captions.

i. detect	iii. explore
ii. study	iv. learn

6. The rise of the gaming age has split a lot of opinions. Many people think that playing games is a waste of time and ………………. to neglecting life skills such as communication, social interaction, problem-solving, and much more.

i. controls	iii. contributes
ii. adds	iv. causes

7. Johann Hari's book "Stolen Focus" and Jacob Ward's book "The Loop" discuss how technology and modernity are negatively and chronically **shaping** our brains and behavior. They focus on the individual experience of living in this moment, and how modern technology is limiting our choices and personal notions of freedom and consciousness.
The term "**shaping**" means:

i. influencing	iii. constructing
ii. moving	iv. leading

9. It is **evident** that artificial intelligence (AI) has come a long way. The first significant work related to it is done by Alan Turing. This happened during the mid-20th century. Back then, the machine he built (the Turing machine) was able to **decode** symbols and incorporate them with words.

The term "**evident**" means:

    i.   obvious   iii. proof

    ii. verified   iv. reviewed

The term "**decode**" means:

    i.   code again   iii. detect

    ii. interpret   iv. probe

(II) Fill in the blanks of the following paragraph with the most suitable **word/phrase** given in the box below. (10 marks)

In a preliminary post-incident report, Microsoft has revealed that this week's 5-hour-long Microsoft 365 worldwide outage was 1) ……………………… by a faulty Enterprise Configuration Service (ECS) deployment that led to cascading failures and availability impact across multiple regions. ECS is an internal central configuration repository designed to enable Microsoft services to make wide-scope dynamic changes across multiple services and features, as well as targeted ones such as specific configurations per 2) ……………… or user.

What initially started like a minor Microsoft Teams outage ended up 3) …………………. downstream to multiple Microsoft 365 services with Teams integration that also leverage ECS, including Exchange Online, Windows 365, and Office Online. As a result, users worldwide began reporting that they could not use Microsoft Teams and multiple Microsoft 365 services or features.

"This issue 4) ………………. the users' ability to connect to the Microsoft Teams Desktop, Web, and Mobile clients," the company explained in its preliminary report.

"Telemetry indicated that approximately 300k calls were impacted by this event. The Asia Pacific (APAC) region was most affected due to business hours 4) ……………………… the impact window. Additionally, Direct Routing and Skype MFA were mostly impacted service."

coinciding with	expanding	triggered	affected	tenant

[Part II – Grammar]

Question 02: (30 marks)

(I) Read the sentences given. Try to understand the meaning of the time of the actions (tenses) depicted by the <u>underlined verbs</u> in the given sentences. Underline the answer that describes the time and the action most accurately. (10 marks)

The first question has been done for you.

i) Most people <u>contact</u> their loved ones immediately when they have good news to share.

    a) The action is temporary and is taking place now.

    <u>b) The action is a general truth or a repeated action.</u>

    c) The action predicts what could take place later.

ii) By the time John went to the airport, the flight <u>had already departed.</u>

    a) John saw the flight leaving the airport.

    b) John did not see the flight leaving. The flight left first.

    c) The flight left after John arrived at the airport.

iii) The client <u>was going through</u> the report when GM arrived.

    a) When GM came, the client already had read what was in the report.

    b) GM came after the client read the report.

    c) The client was in the process of reading the report at the time of GM's arrival.

iv) I <u>have been working</u> on my project for over a week since I left.

    a) I started working on the project more than a week ago and I finished it recently.

    b) I started working on the project more than a week ago and I am still working on it.

    c) I started working on the project before I left one week ago.

v) The team <u>will have finished</u> the meeting by the time you get there.

    a) The meeting will still be ongoing when you get there.

    b) The meeting will finish when you get there.

    c) The meeting will finish first and you will be too late to join it.

vi) Martin had been applying for jobs until he was promoted.

    a) Martin continuously applied for jobs after he was promoted.

    b) Martin continuously applied for jobs till he got a promotion.

    c) He was promoted, but Martin continuously applied for jobs.

(II) Change the following sentences into their passive form. Drop the agent where it is unnecessary.   (05 marks)

i) The police could not find the culprits of the robbery.

…………………………………………………………………………………………

ii) Sri Lanka will have requested for another loan by next Tuesday.

…………………………………………………………………………………………

iii) Tik Tok is collecting personal data of the users as we speak.

…………………………………………………………………………………………

iv) The World Food Programme must contact more billionaires for help.

…………………………………………………………………………………………

v) Humans have created chaos on the earth.

…………………………………………………………………………………………

 III) Use the subordinating conjunctions given below and construct 05 complex sentences to bring out their meaning.   (10 marks)

so that, even though, as soon as, even if, provided that

…………………………………………………………………………………………
…………………………………………………………………………………………
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IV) Fill in the blanks to complete the sentences given. Pay attention to the "If clauses" given below   (05 marks)

    i)   If you talk to me nicely, I ………………... (talk) nicely to you too.
    ii)   If they fought harder, they …………………… (be able to) win.
    iii)   If Martin had known about the situation, he ……………………………… (do) something to avoid any issues.
    iv)   If Andrew saw you now, he …………………………… (not, be) very impressed.

v)   If I complete my work on time every time there is a tight deadline, I usually ………………………... (reward) myself.

[Part III – Comprehension]

Question 03: (20 Marks)

Read the passages given below underline the correct answer.

Tailgating another vehicle is unsafe and illegal. Many rear-end collisions are caused by drivers following too close to the vehicle in front of them. The rules state that a driver must keep sufficient distance from the vehicle in front in order to stop safely and avoid a collision. Drivers should allow a minimum two seconds' gap between their vehicle and the one ahead. At sixty kilometres an hour, this equates to thirty-three metres; at a hundred it equates to fifty-five metres. More distance is needed to safely stop in rain or poor visibility.

1. Tailgating another vehicle is unsafe because:

   a. all rear end collisions are caused by drivers following too close to the vehicle in front.
   b. it may not allow sufficient time and space to stop and avoid a collision.
   c. it is against the road rules.
   d. it is a reckless practice.
   e. None of these.

2. 'More distance is needed to safely stop in rain or poor visibility.' We can infer from this that:

   a. people drive faster in rain and poor visibility.
   b. the writer is merely calculating on the safe side.
   c. braking is more hazardous in rain and poor visibility.
   d. the road rules state that this must be so.
   e. All of these.

(II) Read the text given below and answer the questions.

Background

Millennials (those born between the early 1980s and the early 1990s) make up a huge part of our workforce but they seem to lack loyalty to the companies and the leaders they work for. Multinational companies are noticing larger turnover rates of millennials as employee retention rates fall. This report looks at the findings of two large-scale surveys on the mindset of the millennial generation and explores how organisations can strive to address these needs, increase employee engagement and encourage retention.

Research

In a global survey conducted by PricewaterhouseCoopers (PwC), more than 40,000 millennial (born between 1983 and 1993) and non-millennial responses were collected on the topics of workplace culture, communication and working styles, pay structure, career development, work–life balance, etc.

In a separate global survey conducted by Deloitte, more than 10,000 millennials participated in a study about their perceptions of the threats and opportunities in the complex world of work.

Key findings

• Millennials are as committed to their work as their more senior colleagues.

• Millennials value interesting work and a good work–life balance. They do not believe that excessive work demands are worth sacrifices in their personal lives.

• Millennials want flexibility in their working hours and are willing to give up pay increases and promotions for a flexible working schedule. They believe that success should be measured by productivity and not by the number of hours they are seen in an office.

• Millennials want to feel supported and appreciated by their company and their superiors.

• Millennials want more opportunities to develop their skills. These include technological skills, teamwork and interpersonal skills.

• Millennials believe that businesses and business leaders should contribute to the improvement of society and they are more likely to be loyal to a company with strong ethics.

Recommendations

Organisations and managers wanting to retain millennials should consider:

• monitoring their workload and satisfaction levels with their work–life balance

• creating a flexible work culture where employees have more control over their working hours and their work location

• providing meaningful work and interesting opportunities

• offering help and support in continuing professional development

• changing the organisation's goals from being mainly about profit-making to motives that address social concerns and solve wider societal problems.

1) Circle the best answer. (06 marks)

1. This report is based on the findings of how many surveys?

a. two   b. six   c. forty thousand   d. fifty thousand

2. This report was done for organisations that want to …

a. get rid of millennial employees.
b. have higher turnover rates.
c. prove that millennials are more difficult than non-millennials.
d. increase the job satisfaction of the millennials who are working for them.

3. According to the report, which of the following would millennials be happy to do?

a. give up family time on weekends to finish a work project
b. sacrifice pay so that they can work shorter hours
c. be left to find their own developmental opportunities
d. be committed to their companies' profit-making motives

4. According to the report, which of the following would promote millennials' loyalty to their company?

a. better pay structures
b. more opportunities for promotion
c. a more regular working schedule
d. the company's commitment to the greater good of society

5. According to the report, millennials believe that it is important to …

a. be appreciated for the work you do.
b. measure your productivity.
c. show your bosses how long you are working in the office.
d. work for a company that is bringing in a lot of money.

6. If managers want to keep their millennial employees happy, they should …

a. avoid giving them feedback on the work they're doing.
b. give them options to work from home.
c. have them develop the technological skills of the non-millennials.
d. promote the importance of remaining loyal to the company.

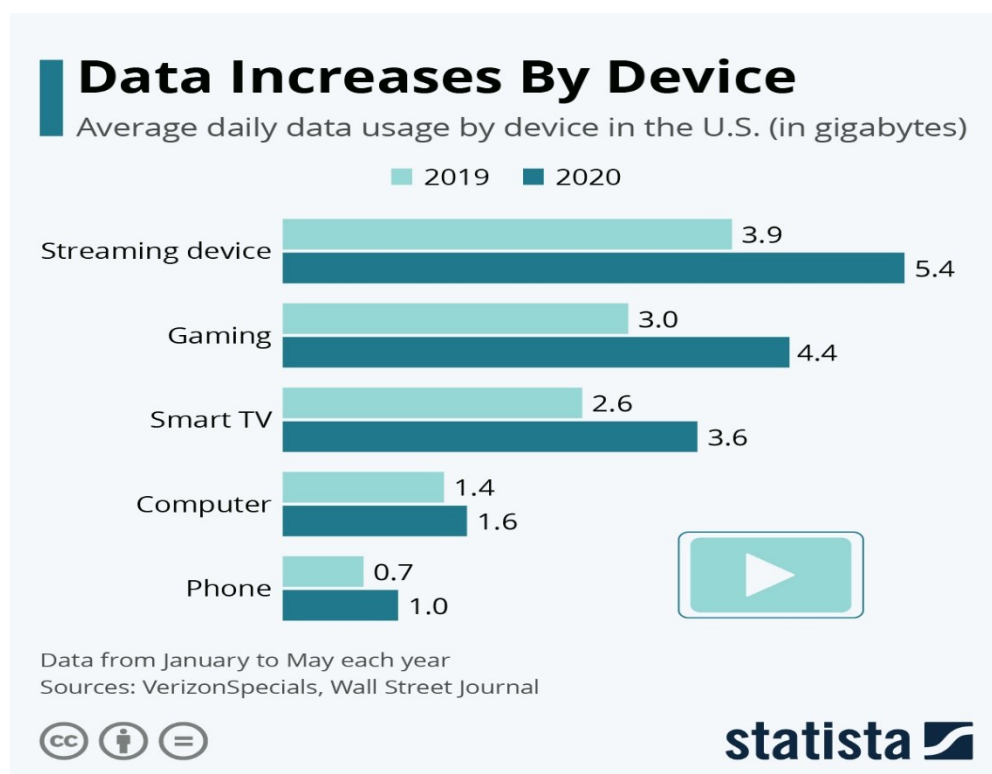**2) Are the sentences true or false?** **(12 marks)**

1. This report is based on surveys that only questioned people born between 1983 and 1994. ....

2. The surveys were conducted in several different countries. ....

3. Millennials are less loyal to their companies than non-millennials. ....

4. Millennials believe that their technological skills are sufficiently advanced. ....

5. Managers should be aware of how happy their staff are with the amount of work they have been given. ....

6. Managers should worry about their own work–life balance and not concern themselves with problems in society. ....

[Part IV – Writing]

Question 04: (10 marks)

Interpret the data in the following chart **paying attention to some of the significant data**. Use the papers provided to write your answers. Marks will not be awarded if the answer does not contain interpretations.

Question 05:

Paraphrase the following passages   **(20 Marks)**

a. Prison gangs are flourishing across the country. Organized, stealthy and deadly, they are reaching out from their cells to organize and control crime in America's streets.

Prison gangs are flourishing from California to Massachusetts. In 1996, the Federal Bureau of Prisons found that prison disturbances soared by about 400 percent in the early nineties, which authorities say indicated that gangs were becoming more active. In states such as Illinois, as much as 60 percent of the prison population belong to gangs, Godwin says. The Florida DC has identified 240 street gangs operating in their prisons. Street gangs, as opposed to gangs originating in prisons, are emerging as a larger problem on the East Coast.

b. Throughout history, the clash between the old and the young has been a defining feature of both reality and literature. Parents have power over their children… but as those juveniles approach adolescence, they begin to put pressure on their parents' power. They test the rules; they rebel; they create their own rules. The parents are puzzled, frustrated and resentful about the shift in the balance of power. They fight back; try to exert their leadership in an attempt to maintain their power. But as they grow towards old age, they are forced to relinquish it, while the world changes into a place they cease to recognize from their youth.

~ This is the end of your evaluation ~

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Effective Communication Skills – I (Paper II - Listening)
Semester Two

Time allowed: One hour   29th July 2022| 11.00 a.m. – 12.00 p.m.

INSTRUCTIONS TO CANDIDATES
- This paper contains 05 questions.
- Marks for each question is indicated.
- This is a closed book examination.
- Answer ALL questions.

Recording 01

Questions 1-6: Complete the form below. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

CUSTOMER ORDER FORM

Example:

Order placed by: John Carter

Account Number: 1) …………………………………………………..

Company Name: 2) …………………………………………………………………………….

Envelopes

Size: A4 Normal

Colour: 3) ……………………………………….

Quantity: 4) …………………………………………….

Photocopy Paper

Colour: 5) …………………………………………………..

Quantity: 6) ……………………………………………………………

Questions 7-9: List THREE additional things that the man requests.

7) …………………………………………………..

8) …………………………………………………...

9) …………………………………………………

Question 10: Complete the note. Write no more than three words.

Special instructions: Deliver goods 10) …………………………………

Recording 02

Write (T) for true statements, (F) for false statements, and (NM) for statements not mentioned.   (15 marks)

1. The speaker points out how highly sensitive people are often misunderstood. ………….

2. In her invitation to the audience to imagine what being highly-sensitive is like, she invites them to feel like what it is like to have emotions that are magnified. …………..

3. According to the speaker, having empathy with specific limits is part of being highliy sensitive. ..…………

4. A common advice others give highly sensitive people is to "toughen up".   ………….

5. One perk of having a highly-sensitive mind is having a mind that is overactive. ………..

6. Insomnia is a psychological disorder. ………….

7. Highly-sensitive people can easily connect with others deeply. ………….

8. The book "The Highly-Sensitive Person" helped her change her life. ………….

9. HSP is condition that people have. ………….

10. HSPs deeply analyse everything. …………..

11. Overstimulation is when HSPs get overwhelmed very quickly. ..…………

12. HSPs are not very good at feeling what others feel. ..…………

13. Being an HSP is far more than emotional reactivity. …………..

14. All HSPs are introverts. ...………..

15. All HSPs are not alike. ……..……

Recording 03

Listen to the recording carefully and answer the following questions.   (15 marks)

1) What did the speaker think the purpose of life was? (02 marks)

………………………………………………………………………………………………

2) How did she try to gain success in her life at first? Mention the three things she talks about. (03 marks)

…………………………………………………………………….

…………………………………………………………………..

……………………………………………………………………

3) Why did she want to do her postgraduate studies in Positive Psychology? (02 marks)

………………………………………………………………………………………………

4) How do many psychologists define happiness? (02 marks)

………………………………………………………………………………………………

5) What did she do to find out how we can live meaningfully? (02 marks)

………………………………………………………………………………………………

6) What is the first pillar of the four pillars of a meaningful life? What does it mean? (02 marks)

………………………………………………………………………………………………

7) Certain actions that we unknowingly do end up rejecting people. How do these rejections affect others? (02 marks)

………………………………………………………………………………………………

Recording 04

(IV) Fill in the blanks of the passage given with suitable words from the audio.(10 marks)

1.When a developer is writing a programme, ………………… represent data and these store the …………………. you are computing on.

2.Object-oriented programming is a paradigm of ………………… languages that groups data, and the …………………that manipulates it, together into logical units called ………………….

3.A class is a ………………… that specifies how to make objects.

4. The classes that developer create are named yet they should be be named…………………..

5. Field is the name for a variable that is …………………an object.

6. A ………………… specifies how to create objects of this class. It is code that gets run when an object is created to………………… that object.

~ This is the end of your evaluation ~