



Sir Syed University of Engineering & Technology
Faculty of Basic & Applied Sciences
Department of Computer Science

End Semester Examinations (Spring 2020)

Course Title with Code	CS-401: Technical Report Writing & Presentation Skills	Program	BSCS
Instructor	Syed Sohail Ahmed	Semester	7 th
No. of Students		Maximum Marks	50
Start date & Time	June 24, 2020 at 11:30 AM	Submission Deadline	June 24, 2020 at 5:30PM

IMPORTANT INSTRUCTIONS:

Read the following Instructions carefully:

- All Questions carries equal marks
- Attempt All Questions on MS-Word. Font theme and size must be Times New Roman and 12 points respectively. Use line spacing 1.5.
- You may provide answers HANDWRITTEN. The scanned solution must be submitted in PDF file format (Use any suitable Mobile Application for Scanning)
- For Diagrams, you can use paper and share a clear visible snapshot in the same Answer Sheet.
- Arrange questions and their subsequent parts in sequence.
- Make sure that your answers are not plagiarized or copied from any other sources. In case of plagiarism, **ZERO** marks will be awarded.
- Provide relevant, original and conceptual answers, as this exam aims to test your ability to examine, explain, modify or develop concepts discussed during the course.
- Recheck your answer before the submission on VLE to correct any content or language related errors.
- You must upload your answers via the VLE platform ONLY.

You must follow general guideline for students before online examination and during online examination which had already shared by email and WhatsApp.

This paper has a total of 04 pages including this title page



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Q.1 Read the following case study and answers the questions (10)

Eastern Chemicals Ltd

Hasan Zaid is a production manager at Eastern Chemicals Ltd. When he drove into the parking lot at the plant on Wednesday morning at 8:35, he was already 25 minutes late for work. Hasan had overslept that morning because the night before he had stayed up late to finish the monthly production report for his department. He parked his car and entered the rear of the plant building. Passing through the shipping area, Hasan spotted his friend Javed Mughal and stopped to ask how work was progressing on the new addition to Star's house.

Entering the office at 8:50, Hasan greeted his secretary, Sarah, and asked whether anything urgent needed his immediate attention. Sarah reminded him of the staff meeting at 9:30 with Hasan's boss—Shan Shams, the vice president for Production—and the other production managers. Hasan thanked Sarah for reminding him (he had forgotten about the meeting) and continued to his adjoining inner office to look for the memo announcing the meeting. He vaguely remembered getting the memo in an email one or two weeks earlier but did not take the time to read it or look at the attached materials. His phone rang, and it was Shams Baig, the sales vice president, who was inquiring about the status of a rush order for one of the company's important clients. Hasan promised to look into the matter and get back to her later in the day with an answer. Hasan had delegated the rush order last week to Wajid Ahmed, one of his production supervisors, and he had not thought about it since then. Stepping back into the outer office, Hasan asked Afshan if she had seen Ms. Kelly today. Afshan reminded him that Ms. Kelly was at a training workshop in Karachi. She would be difficult to reach until the session ended late in the afternoon, because the workshop facilitators regard cell phone calls and text messages as an unnecessary distraction.

Going back into his office, Hasan emailed a message to Ms. Kelly asking her to call him as soon as possible. Then, he resumed his search for the memo about the meeting with his boss and the other production managers. He finally found it in his large collection of unprocessed emails. The purpose of the meeting was to discuss a proposed change in quality control procedures. By now it was 9:25, and there was no time to read the proposal. He hurried out to get to the meeting on time. During the meeting, the other production managers participated in the discussion and made helpful comments or suggestions. Hasan was not prepared for the meeting and did not contribute much except to say that he did not anticipate any problems with the proposed changes.

The meeting ended at 10:30, and Hasan returned to his office, where he found Karim Bux, one of his production supervisors, waiting for him. Karim wanted to discuss a problem caused in the production schedules by a major equipment breakdown. Hasan called Ghani Basit, his assistant manager, and asked her to join them to help rearrange the production schedules for the next few days. Rizwan came in shortly and the three of them worked on the production schedules. At 11:25, Sarah came in to announce that Mr. Farid was waiting, and he claimed to have an appointment with Hasan at 11:00. Hasan looked at his calendar but could not find any entry for the appointment. Hasan asked Sarah to tell Mr. Farid that he would be ready shortly.



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The schedules were completed around 11:20. Since it was nearly noon, Hasan invited Mr. Farid to join him for lunch at a nearby restaurant. During lunch Hasan learned that Mr. Farid was from one of the firms that provided materials used in the production process at Star house, and the purpose of the meeting was to inquire about some changes in material specifications the company had requested. As Mr. Farid talked; Hasan realized that he would not be able to answer some of the technical questions. When they returned to the plant at 1:15, Hasan introduced Mr. Waqar an engineer who could answer his questions.

Soon after Hasan walked back to his office, his boss (Shan Shams) stopped in to ask about the quality report for last week. Hasan explained that he had given top priority to finishing the monthly production report and would do the quality report next. Shams was irritated, because he needed the quality data to finalize his proposal for new procedures, and he thought Hasan understood this task was more urgent than the production report. He told Hasan to get the quality data to him as soon as possible and left. Hasan immediately called Ghani Basit and asked him to bring the quality data to his office. The task of reviewing the data and preparing a short summary was not difficult, but it took longer than he anticipated. It was 2:40 by the time Hasan completed the report and attached it to an e-mail to his boss.

Looking at his calendar, Hasan noticed that he was already late for a 2:30 meeting of the plant safety committee. The committee meets weekly to review safety problems, and each department sends a representative. Hasan rushed out to the meeting, which was held in another part of the plant. The meeting was dull this week, without any important issues or problems to discuss.

The meeting ended at 3:45, and as Hasan walked back through his section of the plant, he stopped to talk to his assistant manager. Mr. Basit wanted some advice on how to resolve a problem in the production assignments for the next day. They discussed the problem for about a half hour. When Hasan returned to his office at 4:25, his secretary was just leaving. She reported that Ms. Kelly had called before leaving to fly home from the conference.

Hasan was feeling tired and decided it was time for him to go home also. As he drove out of the parking lot, Hasan reflected that he was getting further behind in his work. He wondered what he could do to get better control over his job.

Questions

Q1

(10)

Question (1a) What specific things did Hasan do wrong, and what should have been done in each instance?

Question (1b) Time management is a key factor for effective management. Do you agree why or why not?



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Q.2 From Case Study of Question#1 Explain the importance of ethics at workplace with respect to Communication that is key among management, employees, and customers that are based on honesty and integrity. **(10)**

Q.3 We all are negotiators explain the importance of Negotiation skills in professional life also Justify stages for success of negotiation is given in Case study of Question#1 **(10)**

Q.4 Ms. Rashida works for Soft Tech service provider as a part time employee. She noticed that some of her colleagues ask her to do some of their duties. For her it is very difficult to say 'no', she thinks that it will cause an argument and that she will come across as rude. She also feels that people are taking her for granted. Due to her increased workload she feels stressed and demotivated to go to work. Her self-esteem and confidence are now being shattered. Explain and justify from given scenario that assertiveness is often correlated with good self-respect and self-confidence and is very valuable skill to develop. **(10)**

Q.5. Write a periodic report using the following information: **(10)**

As a Computer Science Club Chair, you receive organization funds from the Student Government Association, Sindh (SGAS). You report the SGAS twice a semester to tell them what the club is doing. Your next report is due on July 6, 2020. In this report, you will discuss yearly participation in professional youth summit, and renewal of Membership. The club is more active than ever. Over the holidays, five members attended the Sindh Institute of building design meeting in Hyderabad and brought back information to share with other members. The club began the university year with 25 members, and two students joined during the second semester. This year ICT project is to plan the city's first adult computer literacy program for district East. Club members have completed the program proposal and submitted for approval. They will also finish the interior drawings before the university year ends and 23 members of the club are expected to participate in the upcoming ICT project.