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MCS-214

**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

P. T. O.

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