

**MASTER OF COMPUTER APPLICATIONS
(MCA-NEW)**

Term-End Examination

December, 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 :

The world is often a dangerous place to do business in. For an organization to survive it must become adept at identifying and managing possible risks. In our personal lives we do this every day, often without thinking about it. Before we cross the road, we look around to make sure there isn't a vehicle heading towards us. And every parent weighs up all potential dangers before allowing their child to run the risk of riding a bike outside. Businesses have to make predicting, recognizing, and minimizing risk as natural and habitual as this.

Some risks affect all businesses, such as the unpredictability of economics (e.g. inflation), politics (e.g. new legislation), and business realities (e.g. late payments). However, there are also risks specific to each sector. In the volatile telecommunications sector, a mobile phone company has to anticipate shifting customer taste in a market that is moving so fast it's hard to look one year into the future, let alone ten.

It's been said that the species most likely to survive is the one most responsive to change. The problem in risk assessment is that progression and change in today's world is no longer linear and predictable. The only successful business will be one that accepts uncertainty and is flexible enough to respond to change as it comes. That's where Watchman can help. This impressive software accepts a variety of inputs and then produces a stunning three-dimensional graphic display that allows you to view various risk factors at a glance, all against an interactive timeline. Intuitive controls allow you to filter the output to compare probabilities, determine the relative importance of each risk factor, and evaluate potential impact. And, of course, you can alter the variables to gauge how different conditions make an impact — in the hope

that this knowledge will help you to avoid exposing your organization to unnecessary risks.

So it's great as far as it goes, but there is a problem. If the input you provide is incomplete, this will affect the quality of the risk analysis. Watchman can't do the thinking for you and it can't determine whether a threat is directly relevant to your company. It is a sound program, but it is no replacement for the skilled, intuitive work done by an experienced risk manager.

- (a) Answer the following questions based on the passage :
- (i) What are the risks that all businesses face at some time or the other ? 2
 - (ii) What makes a business successful according to the passage ? 2
 - (iii) What is 'Watchman' according to the passage ? How does it help a business reduce its risk factors ? 2
 - (iv) When does 'Watchman' not perform to its optimum ? Why ? 2
 - (v) Give an appropriate title to the passage and explain why it is appropriate. 2

- (b) Find words from the passage which mean the same as the following phrases/words : 5
- (i) proficient/good at (para 1)
 - (ii) forecasting (para 1)
 - (iii) changeable/ever-changing (para 2)
 - (iv) instinctive (para 3)
 - (v) to check out (para 3)
- (c) Make sentences with the following words/phrases : 5
- (i) survive
 - (ii) minimizing
 - (iii) anticipate
 - (iv) stunning
 - (v) evaluate

2. Write short notes on any **two** of the following : 10

- (a) Barriers to communication
- (b) Characteristics and conventions of conversation
- (c) How to be successful in a group discussion
- (d) Qualities that employees must develop if they want to be successful
- (e) A brief history of Copyright

3. (a) Write down the questions that led to each of these answers. The first one is done for you as an example. 5

- (i) Q : Are you Ms. Sen ?
A : That's right. Pleased to meet you.
- (ii) Q : _____ ?
A : Yes thanks. I had a very good flight.
- (iii) Q : _____ ?
A : I would like to meet Mr. Prakash, if he's in the office.
- (iv) Q : _____ ?
A : No, my husband is travelling with me. I'm meeting him later.
- (v) Q : _____ ?
A : It was Mr. Jain who recommended the hotel to me.

- (b) Fill in the blanks with a/an, the or no article. 5
More and more _____ shoppers are by-passing _____ brand names for _____ cheaper no-name products. This shows that even _____ biggest and strongest brands in _____ world are vulnerable.

4. Write a brief article in about 250 words on any **one** of the following topics : 10
- (a) Technology in the Classroom is the New Normal
- (b) The World as a Global Village
- (c) Protection of the Environment for the sake of the Future Generations
- (d) The Impact of the Internet on Social Relations
- (d) AI in the Household