JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN

BUSINESS INFORMARTION SYSTEMS

3RD YEAR 1ST SEMESTER 2022/2023 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: ITB 2301

COURSE TITLE: QUALITY AND PROFESSIONALISM IN IS

EXAM VENUE: **STREAM: BUSINESS INFORMATION SYSTEMS**

DATE: **EXAM SESSION:**

TIME:

INSTRUCTIONS

1. **Answer Question 1 (Compulsory) and ANY other TWO questions**
2. **Candidates are advised not to write on the question paper**
3. **Candidates must hand in their answer booklets to the invigilator while in the examination room**

QUESTION 1 (30 MARKS)

Almost every organization lists communication skills as one of their most critical issues and presentation skills are a large component of communications.

a) Describe at least six elements of non-verbal communication.   **(6 Marks)**

b) Visual aids are useful for effective presentations but may act as a distractor if not properly used. Briefly discuss at least seven important things to consider when using them.   **(7 Marks)**

c) Briefly discuss any seven characteristics that are necessary for you to be considered a professional. These are sometimes referred to as a set of criteria for professionalism. **(7 Marks)**

d) The Australian Computer Society Body of Knowledge (BOK) has identified areas that would be considered important areas of knowledge for an IT professional. Discuss at least *ten* of these areas.   **(10 Marks)**

QUESTION 2 (20 MARKS)

a) Give three reasons why you think that a strong introduction is very important at the beginning of your presentations.   **(3 Marks)**

b) A strong conclusion is very important for effective presentation. Briefly describe four things to do when concluding your presentation.   **(4 Marks)**

c) According to the Global Knowledge IT skills and Salary report IT is rife with opportunities to learn new skills and challenges. Briefly discuss the top six challenges facing IT professionals according to this study?   **(6 Marks)**

d) Discuss seven common presentation mistakes among university students   **(7 Marks)**

QUESTION 3 (20 MARKS)

a) Briefly discuss ten important things to consider in PPT presentation   **(10 Marks)**

b) A technical report is a formal report designed to convey technical information in a clear and easily accessible format. It is divided into sections which allow different readers to access different levels of information. Briefly discuss these sections.   **(10 Marks)**

QUESTION 4 (20 MARKS)

a) As a graduate student it is important to create awareness on the top skills that will make IT graduates more competitive. Briefly discuss any of the top 10 such skills. **(10 Marks)**

b) Technical writing skills are vital to IT professionals, but many IT students experience writing problems. Using a diagram discuss the writing process.   **(10 Marks)**

QUESTION 5 [20 MARKS]

a) As a leader, understanding your personal needs and the needs of others is a key part of effective communication and leadership. Discuss. **(5 Marks)**

b) Briefly discuss any five tips you would recommend for reducing anxiety during presentations **(5 Marks)**

c) You are required to develop a rubric for evaluating a presenter or yourself as a presenter. Draw a table to show the key items to look for and the rating scale. **(10 Marks)**