



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
INFORMATION SYSTEMS
3rd YEAR 1st SEMESTER 2018/2019 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE : IIS 3311
COURSE TITLE : Quality and Professionalism in the IS Industry
EXAM VENUE : STREAM :
DATE : December, 2018 EXAM SESSION :
TIME : 2.00 HOURS

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 ONE 30 MARKS

- a) Describe the following terms as used in Information System Industry.
 - a. Quality (2 Marks)
 - b. Professionalism (2 Marks)
 - c. Job Hunting (2 Marks)
 - d. Stereotype (2 Marks)
 - e. Ethics (2 Marks)
 - f. Virtues (2 Marks)
 - g. Vices (2 Marks)
- b) Job seekers in Information Systems Industry can access to more vacancy information through the various means and increase the chance of getting employed. You are required to outline FIVE major ways of accessing vacancy information. (5 Marks)
- c) Is it Considered “Professional” to have friends in the workplace? Discuss (5 Marks)
- d) Integrity is a cornerstone of ethical behavior and professionalism in IS Industry. Describe at least three characteristics/ qualities of people with integrity. (6 Marks)

QUESTION TWO 20 MARKS

- a) Describe the term professional Code of Ethics in Information Systems Industry. (2 Marks)
- b) Outline 6 Steps to Ethical Decision Making (6 Marks)
- c) Discuss 4 Philosophical Theories for Ethical Decision Making in IS Industry. (12 Marks)

QUESTION THREE 20MARKS.

- a) Sam is 24 years old, a fresh graduate of Business Information Systems from Jaramogi Oginga Odinga University of Science and Technology and is looking for an IT internship. Sam has Asperger syndrome (a form of autism), and while he has an A average in his IT courses, he recognizes the fact that he has trouble interacting socially and is worried about his interviews. Why do you think Sam is worried about his interviews? What advice would you give Sam? (4 Marks)
- b) Imagine it is your first day on a new IT job. Discuss what you would do to make a good impression on your co-workers and supervisors. Why might it be important to make a good impression on your first day? (6 Marks)
- c) Draw out a list of some of the strategies one can use on the job to ensure that everybody works well together (not just different generations). Discuss some of the proactive steps one might take to ensure stereotyping does not occur on the job. (10 Marks)

QUESTION FOUR 20MARKS

- a) Employees' ethical use of IT is an area of growing concern because of increased access to Personal computers, Corporate information systems and data and the Internet. Describe Common Ethical Issues for IT Users. **(4 Marks)**
- b) Discuss at least 3 Information Systems Professional Malpractices that a staff in IS firm can engage in. **(6 Marks)**
- c) Information System business and industry required a broader range of skills. You are required to describe FIVE desirable employability skill required in IS Industry. **(10 Marks)**

QUESTION FIVE 20 MARKS

- a) Mention at least five commonly asked questions during interviews. **(5 Marks)**
- b) Describe at least three modes of Interviews in Information Systems Industry. **(6 Marks)**
- c) Assume you have seen an advertisement of a vacancy in IBM Software company for the position of an IT business Developer. You are required to write and send your CV to the company. Write your brief CV that's tailored to this position. **(11 Marks)**