



University of Ruhuna-Faculty of Technology

Bachelor of Engineering Technology/Bachelor of Information & Communication
Technology/Bachelor of Biosystems Technology

Level 2 (Semester 1) Examination, June/July-2023

Academic Year 2021/2022

TCS 2122/2131-Soft Skills

Total Marks: 100

Time allowed: 02 hours.

Instructions to Candidates (Please Read Carefully):

1. Answer only Five Questions out of Six Questions.
2. Answers should be in English, in the booklet provided.

Question 01

- 1) "Stress acts as an accelerator: it will push you either forward or backward."
- a) What are the common causes for stress either life or the academic? Explain Briefly. (05 Marks)
 - b) Imagine you are a counsellor who give advises students/individuals who are suffering from stress. Suggests possible actions for stress releasing. Elaborate at least three stress management techniques. (15 Marks)
- (Total 20 Marks)**

Question 02

- 2) "Teamwork is a collaborative effort of all members who are in the team to achieve a common goal".
- a) Describe steps in team building by giving examples. (10 Marks)
 - b) What are the benefits that you can gain from teamwork? Explain at least three benefits. (10 Marks)
- (Total 20 Marks)**

Question 03

- 3) Assume you are the leader of a project conducted at the University premises. Therefore, you have the responsibility to communicate project timelines, Scope of the project, Work Breakdown Structure, and other relevant information among members of your team.
- a) Explain how you communicate with your team members effectively as a team leader by emphasizing on the 7 C's concept? (10 Marks)
 - b) What are the barriers you may face when communicating with your team members? Explain Briefly with reference to at least three barriers. (10 Marks)
- (Total 20 Marks)**

Question 04

- 4) “The mark of higher education is not the knowledge you collect in your head. It’s the skills you gain about how to learn”.
- a) Describe the significance of soft skills over hard skills while highlighting the difference between soft skills and hard skills. (12 Marks)
 - b) Describe the relationship between attitudes and behaviour using examples. (08 Marks)
- (Total 20 Marks)**

Question 05

- 1) Nimal is an employee who works as a clerk at ABC Company. The HR Manager of the company observed Nimal had late attendance about three, four times during the month. Therefore, HR Manager is supposed to take a disciplinary action against Nimal. Nimal had not any prior issues related to his behaviour. Imagine you are the HR Manager of the ABC company and how do you deal with this problem.
- a) Imagine you are the HR manager of ABC Company and how you deal with this problem. (12 Marks)
 - b) What are the possible outcomes that the company can gain from a well-disciplined employee team? Explain Briefly. (08 Marks)
- (Total 20 Marks)**

Question 06

- 2) Select one of the following topics given below and provide your comments critically. (Maximum 250 words)
- a) Importance of discipline for accepted behaviour in university life.
 - b) Managing time is a crucial aspect for success.
 - c) Relationships evoke goals for our lives.
 - d) Usage of SWOT analysis for future endurance.
 - e) Necessity of self-confidence to cross obstacles.
- (Total 20 Marks)**

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