



University of Ruhuna- Faculty of Technology
Bachelor of Bio Systems Technology
Level IV (Semester II) Examination, November/December 2025
Academic year 2023/2024

Course Unit: TCS 4221 (Written)

Duration: 1 hour

Communication for Technology

Index Number _____

- Read the instructions carefully before answering the questions.
- This paper contains 5 questions and you have to answer only four (4) questions.
- Question 01 and Question 02 are compulsory.
- Answers should be written in English, in the booklet provided.
- Always start a new question on a new page.

Question 01.

Read the following passage, and write a summary of about 35-45 words. (15 marks)

Environmental pollution has become one of the most serious issues facing the contemporary world. Rapid industrialization, urban growth, and the overuse of natural resources have caused severe damage to the air, water, and soil. Factories release harmful gases and waste materials, while vehicles emit large amounts of carbon dioxide, contributing to global warming. Deforestation for agriculture and construction destroys natural habitats and reduces biodiversity. Although many countries have introduced laws to control pollution, the results are often limited because people continue to ignore environmental responsibilities. Protecting the environment requires global cooperation, sustainable development practices, and individual awareness. Small actions such as recycling waste, saving energy, and planting trees can make a significant difference in creating a cleaner and healthier planet.

Question 02.

Read the following passage and answer the questions (15 marks)

The concept of remote work, once limited to a few professions, has rapidly expanded over the past decade. With the advancement of technology, particularly high-speed internet, cloud computing, and video conferencing tools, millions of employees around the world now perform their duties from home or other locations outside the traditional office. Companies have realized that offering flexible work options can increase productivity, reduce costs for office space, and improve employee satisfaction. Moreover, remote work has created new opportunities for people living in rural or distant areas to participate in global industries. However, this new mode of work is not without its challenges. Many employees struggle with feelings of isolation, blurred boundaries between personal and professional life, and communication gaps among teams. Managers, too, face difficulties in supervising employees effectively and ensuring accountability. Despite these issues, remote work continues to shape the modern workplace, encouraging organizations to rethink leadership, teamwork, and the very idea of what a "workplace" means. The future of employment may depend on how successfully both employers and workers adapt to this evolving system of work.

1. What technological developments have contributed to the rise of remote work? (2 marks)
2. Mention two advantages of remote work for companies. (2 marks)
3. What are some difficulties employees face while working remotely? (2 marks)
4. How has remote work changed the traditional idea of a workplace? (2 marks)
5. Find a **synonym** for the word 'increased' from the passage (1 mark)
6. Find an **antonym** for the word 'rigid' from the passage (1 mark)
7. Choose if the following sentences are true [T] or false [F]
 - A. Remote work helps people from rural areas find new opportunities. (1 mark)
 - B. Managers never face challenges in monitoring remote employees. (1 mark)
8. Do you think remote work is more beneficial or more problematic for employees? Give reasons for your answer. (3 marks)

Question 03.

(10 marks)

1. What is effective communication?
2. What are the basic elements of communication?
3. What are four (04) different types of communication?
4. What are four (04) different modes of communication?
5. List four (04) communication barriers.

Question 04.

(10 marks)

1. What is time management ?
2. What is '2 minute rule' ?
3. List 4 ways to manage time effectively
4. Describe Eisenhower decision matrix

Question 05.

(10 marks)

Read the situation carefully and write an appropriate email based on it. Include all the components an email.

You are the Human Resources Manager at BrightTech Solutions (Pvt) Ltd.

You are writing to Mr. Nuwan Silva (nuwan@gamil.com) to inform him about his upcoming promotion to Senior Software Engineer and to invite him for a short meeting to discuss his new responsibilities.

You are also sharing this message with Mr. Kasun Jayawardena (kasun@gamil.com), the Head of IT Department, so that he is aware of the promotion.

Additionally, you are letting Ms. Tharushi Fernando (tharushi@gmail.com), the Managing Director, view the email privately for her reference — but Mr. Nuwan will not see that she has access to it.