



**Institute of Human Resource Advancement (IHRA)
University of Colombo, Sri Lanka**

**Diploma in Drug Abuse Management Studies No. 09
2nd Trimester Examination**

(Held in September, 2020)

DDAMS 1006 – ICT for Drug Control

Instructions to the Candidates

- (1) This paper consists three (03) questions and two (02) pages.
- (2) Answer all questions.
- (3) Create a folder in your desktop and name it by your index number and save the questions as Q 1, Q 2, Q 3 in your desktop folder
- (4) Time allocated for the examination is Three (03) hours.
- (5) If a page or a part of this question paper is not printed, please inform the Supervisor immediately.

Q1. Microsoft Excel

Using the Draft Table in your desktop folder prepare the following worksheet according to the given format.

Payments Details - Lecturers

Lecturer ID	First Name	Last Name	Full Name	Gender	Qualification	Assigned Course	Number of Hours	Rate per hour	Payment	Tax	Total Payment
IHRA008	Rasika	Alahakoon		Male	MSc	DBMS	16	Rs.1,350.00			
	Menaka	Gamage		Female	MA	DHRM	24	Rs.1,000.00			
	Palitha	Kodituwakku		Male	MSc	DDAM	8	Rs.1,350.00			
	Rohan	Razuul		Male	CIMA	DHRM	30	Rs.1,500.00			
	Gamunu	Gamhewa		Male	MSc	OOP	48	Rs.1,350.00			
	Nihal	Pathirana		Male	BCS	MIS	16	Rs.1,000.00			
	Lakmali	Hewawasam		Female	NIBM	MIS	6	Rs.1,000.00			
	Fathima	Safreeka		Female	BCS	OOP	18	Rs.1,000.00			
	Hemantha	Botheju		Male	PhD	MScGeo	28	Rs.1,750.00			
	Prabodha	Gunasekara		Male	PhD	DHRM	12	Rs.1,750.00			
	Nadun	Senevirathne		Male	MSc	DBMS	10	Rs.1,350.00			
	Suleka	Dharmadasa		Female	MA	DDAM	24	Rs.1,000.00			
	Jegan	Kumar		Male	PhD	DDAM	36	Rs.1,750.00			
Total Payment Made									?		
Average Payment Made									?		

1. Rename the worksheet as Lecturer.
2. Save the file in your desktop folder.
3. Fill the Lecturer ID field using fill handle.
4. Fill the Full Name column using Flash Fill Option.
5. Calculate the Payment column. **Payment = No. of Hours x Rate per Hour**
6. Find the Tax column according to the scenario given below. (Use If condition)
If Payment is greater than or equal to Rs. 40,000/= the tax is 7.5% of the Payment, otherwise the Tax is 2.5% of the Payment)
7. Calculate the total payment and Average Payment made by the Institute.
8. Sort the table according to the Last name field (A to Z order).
9. Insert a Column Chart to illustrate Lecturer ID and the Total Payment the received by each lecturer.

Q2. Using Microsoft Word Prepare the following document with all the formatting. Use the Sample text file in the Desktop Resource folder to do the modifications. Save the file as **Q2** in your desktop folder (Index No folder).

Set Paper size to A4 and all margins 0.5" each. Use Calibri font size 11 for body text and for headings any size greater than 11. (The final output is attached herewith)

Q3. Microsoft PowerPoint

Assume that you are the Sales Manager of an International Travel Agent in Sri Lanka and prepare a PowerPoint presentation to organize a trip to visit 7 wonders of the world. Your Presentation should contain **at least 8 slides** including the introduction slide. Add appropriate animations, transitions and one audio clip to play throughout the presentation. All slides should be included the Slide Number and Date.

Use the supporting word document and images provided in the help folder to extract the details, pictures and audio clip required to create your presentation.

Guideline for your presentation:

1. 1st Slide: Introduction Slide. (Presentation Title, your name & Institute Name with appropriate picture or background color.)
2. 2nd Slide: Content slide. (Introduce the main topics covers in your presentation)
3. Use next 5 or more slides to describe the details of the places.
4. In your penultimate slide (one before the last slide), give a hyperlink under the topic of "More info visit" to <http://www.new7wonders.com>
5. Last slide may contain Thank You or Questions.

XXXX

What are management skills and why are they important?

Motivation

Managers who can motivate their employees are true assets to their company. This type of interaction not only increases productivity and employee satisfaction, but it sets a good example as well. Hiring managers look for leaders who can spot employees' strengths and encourage them to develop their skill sets. The best managers have a keen eye for areas that could be improved and know how to approach these issues diplomatically so workers feel encouraged to make productive changes, rather than discouraged by their shortcomings.

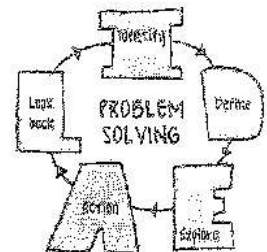


Important skills in this area include:

- Empowering employees to take ownership of projects
- Creating an energetic and highly motivated workplace
- Showing proper appreciation for employee accomplishments
- Supporting coworkers who are under stress
- Providing rewards and incentives for outstanding performance

Problem Solving

The right skill set empowers managers to identify, face, and overcome various problems that might arise in the workplace. This first requires outstanding attention to detail. Top managers can spot emerging problems before they're apparent to everyone in the company and identify the root of the trouble. Analytical skills are also important in management. You should know what data is most relevant to your industry, how to gather it, and what the resulting numbers mean.



Professionalism

Good managers hold themselves to the highest standards so that their employees will have a clear example of what they should strive for. Integrity, honesty, and professionalism are crucial skills for strong managers. As a leader, it's better to show rather than tell when it comes to work ethic and demeanor. Hiring managers look for job applicants who adhere to a strict moral code and set the right example for others.

Qualities that exude professionalism on a resume include:

- Providing exceptional customer service with a professional attitude
- Identifying diplomatic solutions to workplace issues
- Exhibiting strong moral values
- Showing initiative
- Attending professional development seminars

Communication

One of the most important responsibilities that managers have is communicating effectively, both with the employees who work under them and with other managers throughout the company. They're part of an intricate web and must act as a strong connection point that bridges the gaps between lower level employees and top brass or between sales, marketing, and production departments.

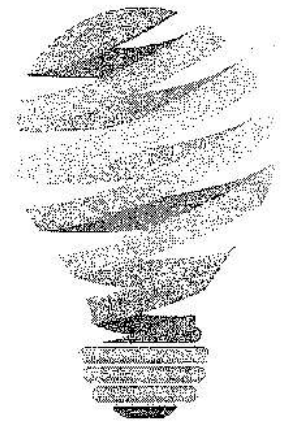
People skills are crucial. You should be able to communicate effectively in both verbal and written form. Typo-riddled memos or rushed, confusing meetings won't do. The best managers are always able to send a clear message and share valuable, understandable information that will help get the job done.

Include these types of communication and people skills on your resume:

- Drafting clear and concise training materials
- Maintaining open lines of communication with co-workers
- Negotiating successfully to resolve employee disputes
- Encouraging communication among reticent employees
- Leading efficient meetings that are both productive and sensitive to time constraints

Innovation

Innovation is a keyword for nearly every company. Your competitors are always striving to develop the best new products and services ahead of you. Businesses that innovate well stay at the top of the pack, netting new customers with their fresh offerings and keeping existing clients happy with a continuous selection of upgrades. Hiring managers have a keen eye for new hires who will bring different perspectives and new ideas to the company.



Highlight your ability to innovate with these skills:

- Developing innovative solutions for customers' needs
- Identifying key shortcomings in manufacturing and drafting solutions to boost production
- Constructing research models to test new product ideas
- Generating fresh ideas for timely marketing campaigns
- Redesigning systems for increased productivity or functionality

Management Skills

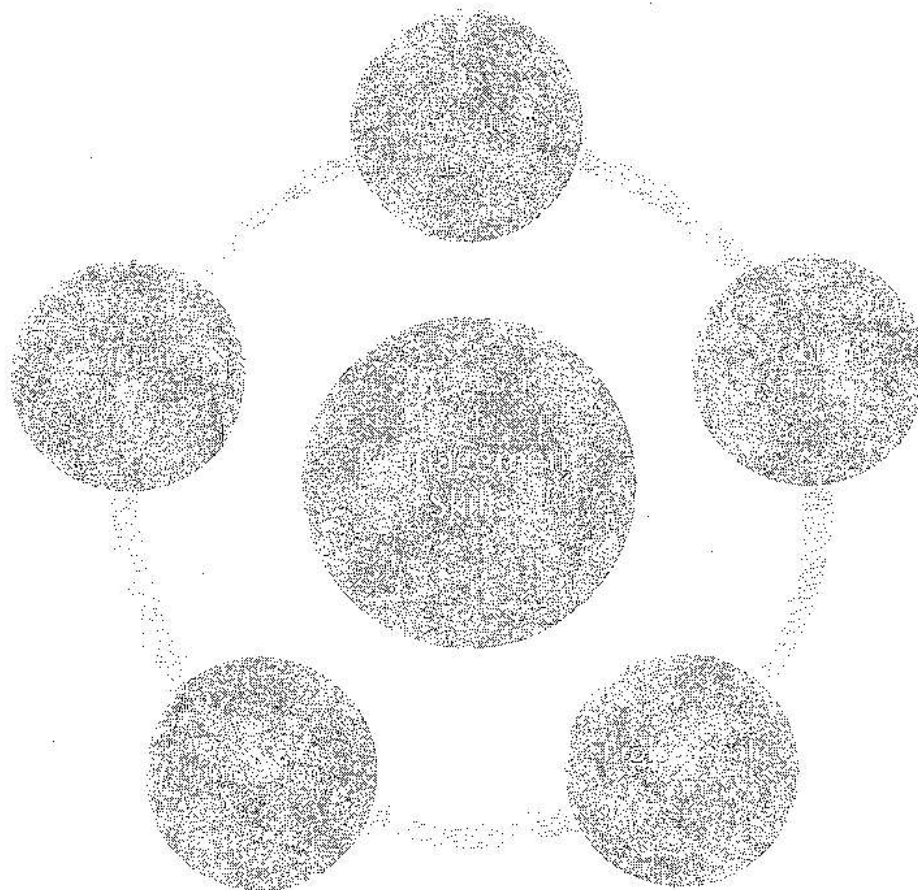


Figure 1: Management Skills Diagram