

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE

Fifth Semester BVOC AUTO/ BVOC IT Degree Examination, November 2017

GEC5HR13 – Human Resource Management

(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

Part I

Answer *all* the questions
Each question carries 1mark

1. ----- propounded the concept of MBO.
 - a. Henry Fayol
 - b. Peter.F.Drucker
 - c. F.W.Taylor
 - d. Herzberg
2. ----- developed Theory X and Theory Y.
 - a. Herzberg
 - b. McGregor
 - c. Maslow
 - d. McClelland
3. ----- means adding the contents to a job leading to increased responsibility, scope and challenge in its performance.
 - a. Job enlargement
 - b. Job simplification
 - c. Job enrichment
 - d. Job specification
4. Which of the following is NOT a method of job evaluation.
 - a. Ranking method
 - b. Grading method
 - c. Factor comparison method
 - d. Field review method
5. Among the following, which is a personality test?
 - a. Intelligence test
 - b. Projective test
 - c. Judgement test
 - d. Achievement test
6. ----- is concerned with competing for and competing on human resources.
7. ----- is a structured form to seek relevant information from the candidate which may be helpful in selection decision.
8. BARS stands for -----.
9. According to Vroom, Motivation = -----x Expectancy x Instrumentality.
10. Termination of service of an employee as a punitive measure is known as -----.

(10 x 1 = 10 Marks)

Part II

Answer any *eight* of the following questions
Each question carries 2 marks

11. Define Human Resource Management.
12. What do you mean by fringe benefits?
13. What is career planning?
14. What is meant by incentive?
15. What is induction?
16. What is the concept of job enlargement?
17. What is Lay-off?
18. Define MBO.
19. What is merit rating?
20. Define minimum wage.

(8 x 2 = 16 Marks)

Part III

Answer any *six* of the following questions
Each question carries 4 marks

21. Explain the functions of HRM.
22. What are the essentials of a good discipline system?
23. What is recruitment? Explain various sources of recruitment?
24. What are the factors influencing wage system?
25. Explain various types of test.
26. Distinguish between career planning and manpower planning.
27. What is meant by career? Explain the process of career planning.
28. Explain the uses of job analysis.

(6 x 4 = 24 Marks)

Part IV

Answer any *two* of the following questions
Each question carries 15 marks

29. What is meant by selection? Explain the steps involved in selection procedure.
30. Briefly explain various components of employee remuneration .
31. Define the term 'discipline'. Discuss its features, objectives and types.

(2 x 15 = 30 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
Fifth Semester BVOC AUTO Degree Examination, November 2017
GEC5PP14 – Psychology & Personal Growth
(2015 Admission onwards)

Max. Time: 2 hours

Max. Marks: 40

PART - A**Answer all questions. Each question carries 1 mark**

1. Self actualisation is related with.....
 - a) Abraham Maslow
 - b) Sigmund Freud
 - c) BF Skinner
 - c) JB Watson
2. Who is considered as the father of positive psychology?
 - a) Daniel Goleman
 - b) Martin Seligman
 - c) Ivan Pavlov
 - d) Carl Rogers
3. is defined as one's evaluation of his or her own worth
 - a) Self Motivation
 - b) Self Efficacy
 - c) Self Awareness
 - d) Self Esteem
4. Who introduced the concept of transactional analysis?
 - a) J B Watson
 - b) Sigmund Freud
 - c) William Stern
 - c) Eric Berne
5. Ego representsprinciple
 - a) Reality
 - b) Primitive
 - c) Pleasure
 - d) Moral

(5 x 1 = 5 Marks)**PART B****Answer all 5 questions. Each question carries 2 marks**

6. Hope
7. Self efficacy
8. Positive psychology
9. Emotional intelligence
10. Frustration

(5 x 2 = 10 Marks)

PART C

Answer any 3 questions in a paragraph, each question carries five marks

11. What are the major branches of psychology and its applications?
12. What is self? Explain the barriers of self development.
13. Describe about attitude and its components?
14. Explain the concept of happiness and mention its causes and effects.

(3 x 5 = 15 Marks)

PART D

Answer any 1 question as essays. The question carries 10 marks

15. Define transactional analysis and briefly describe its features.
16. What is an emotion? Write a short note on emotional intelligence?

(1 x 10 = 10 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE

Fifth Semester BVOC AUTO/BVOC IT Degree Examination, November 2017

GEC5L515– Life Skill Development

(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

Part A

Answer All Questions, Each Question Carries One Mark

1. Body Language is an important part of
a) Verbal Communication b) Intrapersonal Communication
c) Non-verbal communication d) Virtual Communication
2. The process of selecting a logical choice from the available options is called.....
a) Problem Solving b) Decision Making
c) Assertiveness d) Life Skill
3. is the ability to imagine what life is like for another person
a) Sympathy b) Critical Thinking
c) Creativity d) Empathy
4. Which one of the following is NOT an essential element of communication
a) Sender b) message
c) Mediator d) Receiver
5. Communication between family members is an example for
a) Business Communication b) Informal Communication
c) Formal Communication d) Mediated Communication
6. The quality of being self-assured and confident is known as.....
a) Assertiveness b) Self-control
c) Aggression d) Empathy
7. is a measurement of a person's ability to monitor his or her emotions and to control his or her thoughts and actions
8. Naukri.com is a website for.....?
9. is a document showing a summary of relevant job experience and education of an individual
10. Name a leading career magazine in Malayalam
11. defined life skill as "abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life"
a) UNICEF b) WHO c) ILO d) UNESCO
12. is the confidence in one's own worth and abilities
a) Self-esteem b) Self awareness
c) Self-management d) Prejudice

(12 x 1 = 12 Marks)

Part B

Answer any **Seven** Questions, Each Question Carries **Two** Marks

13. Interpersonal Skills
14. Nonverbal communication
15. Self-control
16. Career Guidance
17. Group Discussion
18. Emotional Quotient
19. Life Skill
20. Stress
21. Self-Awareness

(7 x 2 = 14 Marks)

Part C

Answer any **Six** Questions, Each Question Carries **Five** Marks

22. Discuss the need for Life Skill training in the contemporary social context.
23. Discuss different forms of Person to Group communication
24. Briefly explain communication skills
25. Explain 'Career Planning'
26. Differentiate between EQ and IQ
27. Discuss the importance of Self Esteem in self-management
28. Explain the steps and stages of conflict resolution
29. Discuss the importance of positive thinking.

(6 x 5 = 30 Marks)

Part D

Answer any **Three** Questions, Each Question Carries **Eight** Marks

30. Define Career Guidance and discuss various sources of career information
31. Discuss the qualities and components of a good resume.
32. Discuss the need and importance of interpersonal communication skills.
33. Define Life Skill. Discuss the need and importance of Life Skill training.
34. Elucidate the mechanisms to cope with stress and strain.

(3 x 8 = 24 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
 Fifth Semester BVOC AUTO Degree Examination, November 2017
 SDC5DF17- Digital Fundamentals
 (2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART -A

Answer **all** questions. Each question carries **one** mark.

1. What decimal number does 2^5 represent
 (a) 10 (b) 31
 (c) 25 (d) 32
2. Which of the following expressions is in the sum-of-products (SOP) form?
 (a) $A B + C D$ (b) $A B (C D)$
 (c) $(A + B) (C + D)$ (d) $(A) B (C D)$
3. In which of the following gates, the output is 1, if and only if at least one input is 1
 (a) NOR (b) AND
 (c) OR (d) NAND
4. The Gray code for decimal number 6 is equivalent to
 (a) 1 1 0 0 (b) 1 0 0 1
 (c) 0 1 0 1 (d) 0 1 1 0
5. A flip flop is a circuit.
 (a) Combinational (b) Sequential
 (c) both combinational and sequential (d) None
6. SR Latch consists of
 (a) 1 input (b) 2 inputs
 (c) 3 inputs (d) 4 inputs
7. The output of an XOR gate is HIGH only when
 (a) All inputs are LOW (b) Any input is LOW
 (c) Any input is HIGH (d) All inputs are HIGH
8. The output of an AND gate is LOW
 (a) when any input is LOW (b) all the time
 (c) when all inputs are high (d) when any input is HIGH
9. Convert the binary number 1100 to Gray Code
 (a) 1100 (b) 1001
 (c) 0011 (d) 1010
10. What decimal number does 25 represent ?
 (a) 10 (b) 31
 (c) 25 (d) 32
11. The NAND gate output will be low if the two inputs are
 (a) 0 0 (b) 0 1
 (c) 1 0 (d) 1 1
12. EPROM contents can be erased by exposing it to
 (a) Ultraviolet rays (b) Infrared rays
 (c) Burst of microwaves (d) Intense heat radiations

(12 x 1 = 12 marks)

PART B

Answer any **seven** questions. Each question carries **two** marks.

13. State DeMorgan's theorem?
14. What is a logic gate?
15. Define Half Adder and Full Adder?
16. What is a master-slave flip flop?
17. State types of sequential circuits?
18. State types of ROM.
19. Define Multiplexer?
20. Define PLA.
21. List types of counters.

(7 x 2 = 14 marks)

PART C

Answer any **six** questions. Each question carries **five** marks.

22. Reduce $\bar{A}\bar{B}\bar{C} + \bar{A}B\bar{C} + \bar{A}BC$.
23. Define full adder circuit.
24. What are the types of shift registers?
25. Give comparisons between PAL and PLA.
26. What are the steps for design of asynchronous sequential circuit?
27. Implement NOT, AND, OR gates using NAND and NOR gates.
28. Give comparison between PROM and PLA.
29. Explain flip-flop excitation table for JK flip-flop.

(6 x 5 = 30 marks)

PART D

Answer any **three** questions. Each question carries **eight** marks.

30. Use K maps to simplify $F = \bar{A}B\bar{C} + A\bar{C}D + BC + \bar{A}B D + A\bar{B}CD$
31. Design 2-bit synchronous up counter.
32. Give truth table, Boolean equation and circuit diagram for (i) Half adder (ii) Full adder
33. Explain in detail about serial-in serial-out shift register.
34. Differentiate between synchronous and asynchronous circuits?

(3 x 8 = 24 marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
Fifth Semester BVOC AUTO Degree Examination, November 2017
SDC5AE18– Refrigeration & Air Conditioning
(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART A

Answer all questions. Each question carries one mark

1. One tones of refrigeration (1TR) means that the heat removing capacity is equivalent to.....
(a) 21 KJ/min (b) 210 KJ/min (c) 3.5 KJ/min (d) 420 KJ/min
2. The condenser of refrigerator rejects heat at the rate of 120KW, while its compressor consumes a power of 30KW. Then the COP of the system will be.....
(a) 1/4 (b) 1/3 (c) 3 (d) 4
3. Carnot engine is having maximum efficiency for
(a) Petrol engine (b) Diesel engine (c) Reversible engine (d) Irreversible engine.
4. Refrigerant compressor is used to
(a) Raise the pressure of the refrigerant
(b) Raise the temperature of the refrigerant
(c) Circulate refrigerant
(d) All of these
5. Pressure and temperaturewhen the refrigerant passes through Compressor
(a) Increases (b) Decreases
(c) remains same (d) remains same but phase change occurs
6. Pressure at outlet of the compressor is called
(a) Suction pressure (b) Discharge pressure
(c) Critical pressure (d) Back pressure
7.enters in to condenser in Simple Vapor absorption System
(a) High pressure ammonia vapour (b) Low pressure ammonia vapour
(c) Weak ammonia Solution (d) Aqua ammonia
8. In lithium Bromide system Lithium bromide act as
(a) Both b and c (b) Refrigerant
(c) Absorbent (d) None of these
9. Natural convection air cooled condensers are used in
(a) Domestic refrigerators (b) water coolers
(c) room air conditioners (d) None of these
10. Among the following which one is regarded as unconventional method of refrigeration
(a)VCR (b) VAR (c) Thermoelectric (d) Ice refrigeration
11. Temperature recorded by thermometer when it is not effected by moist air is called
(a) WBT (b) DBT (c) DPT (d) None of these
12. Thermal conductivity is least for.
(a) Concrete (b) Brick (c) Glass (d) Wood

(12 × 1 =12 Marks)

PART- B

Answer any seven questions. Each question carries two marks

13. What you mean by dry-ice refrigeration?
14. State Clausius theorem.
15. List out the various processes involved in VCR
16. Explain the role of heat exchanger in Simple VAR.
17. What you mean by primary refrigerants?
18. Classify compressors.
19. Write down the advantages of centrifugal compressor.
20. Briefly classify ducts.
21. Explain Dalton's law of partial pressure.

(7 × 2 = 14 Marks)

PART- C

Answer any six questions. Each question carries five marks.

22. List down different refrigeration methods, explain any two.
23. Explain the units of refrigeration.
24. Draw and explain VCR with three stage compression with water intercooler.
25. Explain the various process involved in VCR
26. Draw the working diagram of Simple vapour absorption system
27. Explain Shell and coil type of evaporator and Double tube evaporator.
28. Classify and explain ducts, note down the materials used for the construction of ducts.
29. What are the different equipments used in air conditioning?

(6 × 5 = 30 Marks)

PART- D

Answer any three questions. Each question carries eight marks.

30. A Carnot refrigerator absorbs heat at 50°C and rejects at -25°C , calculate
 - 1) COP
 - 2) If the cycle is absorbing 2160 KJ /min heat at 270k, then calculate the work required.
 - 3) If the same system is used as Heat Pump then what will be the work requirement?
31. Write an essay on Vapour compression system.
32. Write an essay on Lithium bromide absorption system
33. Write down the different application of refrigeration and air conditioning.
34. Write an essay on Components which Considered cooling load calculation.

(3 × 8 = 24 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE

Fifth Semester BVOC AUTO Degree Examination, November 2017

SDC5AE19- Electrical System & Circuits

(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART -A

Answer **all** questions. Each question carries **one** mark.

1. In British Standard colour codes for cables, all earth connections are represented bycolour.

a) white	b) red
c) brown	d) black
2. Compared to a closed loop system an open loop system is.....

a) More reliable	b) More accurate
c) More stable	d) Costly
3. A dirty electrical connection is likely to cause a....

a) High resistance	b) Low resistance
c) Short circuit	d) Open circuit
4. In a CAN protocol wires are used?

a) 2	b) 3
c) 4	d) 5
5. MOST 25 can carrybytes of data.

a) 20 bytes	b) 40 bytes
c) 60 bytes	d) 80 bytes
6. Electric system in VOLVO S80 car designed as communication of.....computers is used.
7. Bluetooth system operates inHz band.
8. The main advantage of using light emitting diodes (LEDs) in vehicle lighting is.....

a) the variety of colours available
b) that they produce whiter light
c) their long life
d) all of the above
9. Combination of flute andis used in the rectangular zone of headlight cover and lens.
10. As per Euro standards, the luminous intensity of All day running light is normally
11. Wiper operates between temperature ranges of..... and
12. Wattage of signal indicator bulb is normallyW.

(12 x 1 = 12 Marks)

PART -B

Answer any seven questions. Each question carries two marks.

13. Why is copper cable more preferred in the wiring harness?
14. What is 'over travel' of a switch?
15. What you mean by protocol ?
16. Discuss the idea of a symbol.
17. Define EMI?
18. What is the function of ballast in gas discharge lamp?
19. Briefly Explain about Sidelight?
20. Explain the requirement of wiper system?
21. Describe briefly how a flasher/indicator unit is rated?

(7 x 2 = 14 Marks)

PART -C

Answer any six questions. Each question carries five marks.

22. Explain different harness design methods?
23. State why a fuse needs continuous and a peak-rating?
24. What are the advantages of Multiplexing.
25. Explain the role of Bluetooth technology in vehicle diagnosis.
26. Explain Dim-dip lighting with a circuit diagram?
27. Classify and explain headlight reflectors?
28. If horn and Wiper of a car are not working what could be the possible faults?
29. Write down formulae used in Wiper motor calculation. Discuss its parameters of wiper linkage layout?

(6 x 5 = 30 Marks)

PART -D

Answer any three questions. Each question carries eight marks.

30. Explain fuses and circuit breakers used in vehicles?
31. Explain CAN with its signal format?
32. Explain Bluetooth technology and how it is successfully employed in Automobile?
33. Explain manual and automatic headlight levelling?
34. Draw and explain five technologies of moving wiper blade on screen?

(3 x 8 = 24 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
 Fifth Semester BVOC IT Degree Examination, November 2017
 SDC5IT17 – Dot Net & Database Administration
 (2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART – A*Answer all questions. Each question carries one mark*

1. What does CTS stands for
 (A) common type system (B) common transfer system
 (C) complex type system (D) All of these
2. The data type used for representing 16 bit Unicode character in c# is
 (A) byte (B) char
 (C) bool (D) int
3. Which of the following is to support multiple inheritance in c#?
 (A) class (B) constructor
 (C) object (D) interface
4. Which of the following is used to store a fixed size sequential collection of elements of the same type
 (A) Array (B) String
 (C) linked list (D) none of these
5. ----- operator is an example for logical operator in c#
 (A) && (B) +
 (C) ++ (D) >
6. What does MSIL stands for
 (A) Microsoft intermediate language (B) Microsoft interface language
 (C) Microsoft interval language (D) none of these
7. ----- variable store the memory address of another variable.
 (A) pointer type (B) reference type
 (C) value type (D) none of these
8. Which of the following is a backup and recovery manager created by the oracle
 (A) RMAN (B) RWAN
 (C) RLAN (D) none of these
9. The purpose a database is to
 (A) copy data (B) delete data
 (C) store and retrieve related information (D) none of these
10. Which of the following is access specifier in c#
 (A) Public (B) private
 (C) protected (D) all of these
11. A database is divided into logical storage unit called-----
 (A) table space (B) table
 (C) record (D) none of these
12. Which of the following is not a object oriented concept
 (A) Class (B) Inheritance
 (C) Polymorphism (D) Union

(12 x 1 = 12 Marks)

PART - B

Answer **any seven** questions. Each question carries **two** marks

13. Define CTS
14. Define CLR
15. Define instance
16. What is .Net framework?
17. Define database
18. What are 3 type of comments in c# ?
19. Define inheritance
20. Define ASM
21. Explain namespaces in c#?

(7 x 2 = 14 Marks)

PART- C

Answer **any six** questions. Each question carries **five** marks

22. Explain features of .Net
23. Explain constructor in c#
24. Explain string functions in .Net
25. Explain method overloading
26. Explain RMAN recovery catalog.
27. What is the class in c#? Explain with example
28. Explain the properties and methods of text box control?
29. Explain data adapter and data reader class?

(6 x 5 = 30 Marks)

PART-D

Answer **any three** questions. Each question carries **eight** marks

30. Explain architecture of c#.net
31. Explain loops in c#
32. Explain exception handling in .Net
33. Explain oracle database architecture
34. Explain any five controls in .Net with examples

(3 x 8 = 24 Marks)

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
Fifth Semester BVOC IT Degree Examination, November 2017
SDC5IT18 – Python Programming & Mobile Web
(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART - AAnswer *all* questions. Each question carries *one* mark**Choose the appropriate answer:**

- Operators with the same precedence are evaluated in which manner?
a) Left to Right
b) Right to Left
c) Can't say
d) None of the mentioned
- What does $3 \wedge 4$ evaluate to?
a) 81
b) 12
c) 0.75
d) 7
- _____ represents an entity in the real world with its identity and behaviour.
a) A method
b) An object
c) A class
d) An operator
- Which of the following is an invalid variable?
a) my_string_1
b) 1st_string
c) food
d) _abc
- Is Python case sensitive when dealing with identifiers?
a) yes
b) no
c) machine dependent
d) none of the mentioned
- Which of the following statements is true?
a) A non-private method in a superclass can be overridden
b) A subclass method can be overridden by the superclass
c) A private method in a superclass can be overridden
d) Overriding isn't possible in Python
- Which of the following statement is true about objects?
a) One object is used to create one class.
b) One class is used to create one object.
c) One object can create many classes.
d) One class can create many objects.
- Choose the correct HTML element for the largest heading
a) <heading>
b) <h1>
c) <h6>
d) <h8>
- HTML stands for.....
a) Home Tool Markup Language
b) Hyper Text Markup Language
c) Hyperlinks and Text Markup Language
d) None of these
- Multiline text box can be created by tag
a) <textbox>
b) <multiline>
c) <multibox>
d) <textarea>
- command is used to remove a table definition
a) DELETE
b) REMOVE
c) DROP
d) CANCEL
- When is the *finally* block executed?
a) when there is no exception
b) when there is an exception
c) only if some condition is satisfied
d) always

(12 x 1 = 12 Marks)

PART - B

Answer *any seven* questions. Each question carries *two* marks

13. What are the basic features of Python?
14. Differentiate break and continue
15. Define class.
16. Explain function overloading in Python
17. What is CGI?
18. What is a web server?
19. Explain different datatypes in MySQL
20. What is HTML?
21. Explain various list element tags in HTML

(7 x 2 = 14 Marks)

PART - C

Answer *any six* questions. Each question carries *five* marks

22. Explain different loop statements in Python?
23. Explain, with example, the use of Tuple in Python
24. Explain inheritance in Python?
25. Explain operator overloading in Python, with the help of an example
26. Explain different SQL commands. Give examples
27. Explain HTML text formatting tags. Give an example program
28. Describe the HTML elements used for creating framesets. Give an example
29. Write an HTML program to create a table in the following format:

A		B
c	d	e
f	g	

(6 x 5 = 30 Marks)

PART - D

Answer *any three* questions. Each question carries *eight* marks

30. Describe various form elements of HTML. Give suitable examples for each
31. How to access database using Python? Explain with example
32. Explain about server side programming using Python?
33. How to make links using anchor tag? Explain different types of links with the help of suitable example
34. What are the standard Exceptions? Explain, with suitable example, exception handling in Python

(3 x 8 = 24 Marks)

12

FAROOK COLLEGE (AUTONOMOUS), KOZHIKODE
Fifth Semester BVOC IT Degree Examination, November 2017
SDC5IT19 – Mobile Software Development Using Android
(2015 Admission onwards)

Max. Time: 3 hours

Max. Marks: 80

PART - A

Answer all questions. Each question carries one mark

1. A class that can create only one object is called.....
2. Andoid is a based OS ?
3. Menus in android application are loaded from -----?.
4. Differentiate between resources and raw resources?
5. ADB stands for
6. Write two examples for available intents in android ?
7. What are intent categories?
8. What is an android cursor?
9. What is MIME ?
10. What are resource plurals?
11. is the Parent class of service ?
12. You can shutdown an activity by calling its.....method

(12 x 1 = 12 marks)

PART - B

Answer any seven questions. Each question carries two marks

13. What are Dalvik executable files?
14. What is android emulator?
15. What are android virtual devices and fragment?
16. Explain View and Activity ?
17. What is the role of the ContentValues class?
18. How are content providers similar to web sites?
19. If you don't specify data in your intent filter, what type of intents do you match?
20. What is the role of the ContentResolver class?
21. How do you use a content provider URI to access data?

(7 x 2 = 14 Marks)

51

PART - C

Answer any six questions. Each question carries five marks

22. Give content provider URI query format and explain each of its components with suitable example?
23. Briefly explain about intents.
24. Explain String resource and Layout resource ?
25. Describe the life cycle of an activity in an Android application ?
26. Write a short note on inserting records using content provider.?
27. How can you use an intent to invoke an activity?
28. Which are the important assets or the anatomy of an android project ?
29. Explain the architecture of an android application?

(6x 5 = 30 Marks)

PART -D

Answer any three questions. Each question carries eight marks

30. Give the architecture of SQLite database in detail?
31. Explain android life cycle.
32. Explain android's common controls.
33. How events are handled in Android?
34. Write about the aspects of android4.0 user experiences?

(3 x 8 = 24 Marks)