

EASTERN UNIVERSITY, SRI LANKA
FACULTY OF COMMERCE AND MANAGEMENT
FOURTH YEAR FIRST SEMESTER EXAMINATION IN BBA/ B.COM/ B. ECON
2005/ 2006 & 2006/ 2007
OCC 4011 CRITICAL THINKING

Answer all questions

Time : 1 ½ Hours

Part – I

01. Critical Thinking is a new elective course introduced recently in the curriculum.
- (a) What is Critical Thinking?
 - (b) Why do you study Critical Thinking?
 - (c) How does the study of Critical Thinking will be beneficial to your life.
- (08 marks)
02. (a) What is a "claim"?
- (b) Describe a "subjective" and an "objective claim" with examples.
- (c) Which of the following are claims. Give reasons for your answer.
- (i) Kosali is a woman
 - (ii) I am 02 meters tall
 - (iii) Come quick
 - (iv) A friend in need is a friend indeed.
- (10 marks)
03. An argument is made of premises and conclusion.
- (a) What is an argument?
 - (b) What is a premise?
 - (c) What is a conclusion?
- (06 marks)
04. To be classified as good, an argument must pass three tests. What are they?
- (06 marks)
05. Which of the following are too vague to be considered as claims. (You may have to suggest a context in which the sentence is spoken.
- (a) (i) Arumugam always get irritable when it is cold outside.
 - (ii) Soman : Anjali is a better cook than Pathanjali.
 - (iii) Dogs are better pets than cats.
 - (iv) All citizens should have equal rights.
- (b) Explain why horoscopes are vague. Does the same apply to weather forecasts?
- (10 marks)

06. Putting Critical Thinking to work is very important than understanding it. Four strategies are suggested to apply to increase the power of Critical Thinking, and each of these involves a series of steps.

Discuss the four strategies and the steps involved in each of these strategies with examples.

(10 marks)

07. Non Critical Thinking operates from a narrow and limiting frame of references, with continual pressure to doubt or exclude new ideas or ways of doing things. The various forms of Non – Critical Thinking can be grouped under particular styles.

(a) Provide the four styles of Non – Critical Thinking.

(b) Read the following and identify the Non-Critical Thinking styles demonstrated.

- (i) Valli is a computer programmer. She has an opinion about everything and will comment on anything under discussion. Her co-worker Theivanai is a Web site developer. When asked if she thinks Theivanai could handle a sophisticated assignment. Valli says.

"How could she? She's only a Web site developer. Everybody knows that we aren't real techies".

- (ii) Bheman to Arjunan :

"I agree with your plan for the Kurushaesthra project. It sounds great".

Later, after talking about it with Tharman, he says to Arjunan,

"I have grave concerns about the Kurushaesthra project. Tharman does not believe it will be successful".

- (iii) Talking to the director of human resources, the senior executive says,

"I respect your many years of experience and the report from the expert. However, I still think we should ask the opinion of everyone in the office before we decide on how to structure the new pay schedule so everybody can be happy".

(c) List out the five styles of Critical Thinking.

(d) Read the following and identify the Critical Thinking styles demonstrated.

(i) The project management team is under pressure from top management to speed up its work. At the next team meeting, the team leader says.

"We should skip our usual action planning and just come up with some estimates for these jobs".

Alexa, a team member, interjects,

"I don't agree. If we do that, we could end up with disastrous results and waste more time. I suggest that we look at how we can speed up our meeting format without sacrificing important steps in our decision-making".

(ii) Pascal says,

"I don't think we should automatically go along with the consultant's recommendations. We should ask more questions about how they came up with these results and what the consequences will be if we do or do not implement these changes. I'd be willing to meet with them and discuss all the details of how they came up with these suggestions".

(iii) Chandrika says to her manager, Steven,

"I can't format the regulations until George gets me his part of the job. He's always late and it is very frustrating. I think he's just unmotivated and lazy".

Steven answers,

"Before we jump to conclusions, let's find out if there are other reasons why George is late. Perhaps there are factors we don't know about. I wonder what his perspective is? I'd like to talk to George and get more information about what might be going on".

(iv) On Hans' first day on the job, his new manager says,

"I know we hired you as a claims adjuster, but our budget analyst just quit and we need you to help out in this area as well. It will give you a new experience and be of great benefit to the company. We think you can handle it. What about it".

After contemplating this idea for an hour, Hans goes to see his manger and says,

"Although I am excited about the claims adjuster work, I also would like to try taking on the additional responsibilities. I can't tell you for sure if I will be able to handle both jobs, even on a temporary basis, but I would like to see how it goes. Let's check in a week to see how it goes doing both, maybe I'll have a clearer perspective about how it might work out in the long term".

(10 marks)

08. Critical thinking gives us a process for evaluating and understanding issues. The critical evaluation involves a few steps.

- (a) Name the steps involved in recognizing and evaluating arguments.
- (b) Analyze the structure of the report below and point out any inconsistencies in the evidence. Outline the argument in your answer sheet using the headings given at the end of the report.

You work as a loan processor in a mortgage finance company. You receive a report sent to the staff in your department from the closing department that has been disseminated to all of the staff in the loan department. It reads:

The lack of timeliness on the part of your department impacts our department's productivity. We spend a lot of our time just waiting for the loan processors to finish their work. As everyone knows, we cannot do our job until the processors have done theirs. There are many different demands on our staff beyond those given to us by the processors. We are completely helpless and at the whim of the processors when they decide to complete their tasks. Given this situation, we plan to request that the senior management establish tighter time standards for the turnover of relevant documents.

(10 marks)

Part – II

09. Deceptive reasoning techniques distort the reasoning process. The tactics might be intentional or unintentional. Give five deceptive reasoning techniques and explain each with an example.

(15 marks)

10. Write an argument either for or against the following.

"Students athletes should be given special leniency when the lecturer assigns marks for continuous assessment".

(15 marks)