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Daffodil International University

Faculty of Science & Information Technology

Department of Computer Science and Engineering

Midterm Examination, Spring 2025

Course Code: CSE498/CSE431, Course Title: Social and Professional Issues in Computing

Level: L-4, T-2/L-3, T-1 Batch:59,63

Time: 01:30 Hrs. **Marks: 25**

Answer ALL Questions

[The figures in the right margin indicate the full marks and corresponding course outcomes. All portions of each question must be answered sequentially.]

1.		A multinational technology company, TechDIU Inc., recently implemented AI-driven chatbots and virtual assistants in its global customer support centers to enhance efficiency and reduce response times. As a result, 30% of the human workforce in the customer service department was laid off, while the remaining employees were reassigned to handle more complex queries. To address concerns about job losses, the company introduced employee reskilling programs focused on AI system management, data analysis, and cybersecurity. Additionally, TechDIU hired AI specialists to oversee automated workflows and improve AI-driven customer interactions.		CO1
	a)	**Analyze** how TechDIU's adoption of AI-powered automation has led to both job displacement and job creation in this scenario. Suggest one strategic initiative the company could adopt to minimize the negative impact of automation while promoting workforce sustainability.	5	
2.	a)	**Explain** two major challenges governments and technology companies face when regulating offensive speech and online anonymity while still protecting freedom of expression. **Illustrate** with real-world examples to support your explanation.	5	CO1
	b)	An anonymous blogger writes about corruption in a large corporation. The post goes viral, with people supporting the blogger for exposing the truth, while others claim the accusations are false and demand the blogger reveal their identity. The company takes legal action, arguing that anonymity is being used to spread misinformation and harm their reputation. **Analyze** how this scenario relates to the principles of freedom of speech. Should the blogger have unrestricted freedom to post anonymously, or should there be limitations? Justify your answer.	5	
3.	a)	With the rise of Big Data, AI, and government surveillance, individuals' personal information is increasingly being collected, stored and analyzed by corporations and governments. Recent concerns about privacy violations, data leaks, and surveillance have sparked debates on how much control people truly have over their data. **Explain** how modern surveillance technologies impact personal privacy.	5	CO1
	b)	A mobile app offers free services but collects detailed user information, including browsing history and location, without notifying users. This data is then sold to advertisers. **Examine** the opt-in and opt-out policies and its effects in user privacy.	5	