

I I Mid term - B.Tech I Sem 2017-18(Along with Model Answers)

Duration : 1 hr. Communication Skills Max. Marks 20

All Questions carry equal marks.

A. Answer the following questions briefly . (*Any Four*)

Q1. What is meant by Interpersonal communication?

A1. Interpersonal Communication is the process by which people exchange information, feelings and meaning through verbal and non verbal messages: it is face to face communication. When one person communicates with another using words or symbols, it is called interpersonal communication.

Q2. If you had played well, you would have won the match. (Complete the conditional sentence).

Q3. How did the Bashkir sell their land?

A3. The Bashkirs took one thousand roubles and sold their land based on the area covered by the potential buyer in a day. The buyer was expected to walk around the land from sunrise to sunset.

Q4. Who has written the poem "If"?

A4. The poem "If" has been written by Rudyard Kipling.

Q5. The poem "Where the Mind is Without Fear " is a part of which anthology?

A5. The poem "Where the Mind is Without Fear " forms a part of "Geetanjali".

Q6 Name the author of story "The Night Train at Deoli".

A6. The author of the story "The Night Train at Deoli" is Ruskin Bond.

(1*4=4)

B. Answer the following questions in detail . (Any Four)

Q1. Discuss the different types of Barriers?

A1. Communication is the basis of all business. From the time the sender has an idea to communicate to the recipient, until the latter receives the message and returns the feedback, communication may be blocked at any stage for any reason. These are called communication barrier. These barriers distort the message, cause misunderstanding and create what is usually called communication gap. Some of the important barriers are as follows:

1. Physical Barriers: When we feel uncomfortable in a situation due to loud noise or unbearable weather conditions like extreme cold or humidity or stuffy atmosphere in a room our communication process gets hampered.

2. Physiological Barriers: Even minor physical disorders like headache, ill health, poor eyesight or hearing difficulties, pain or bad cold can adversely affect our communication..

3. Semantic Barrier: Most of the communication is carried through words whether spoken or written but even people speaking the same language can have difficulty understanding each other if they are from different generations or from different regions of the same country. Slang, professional jargon can even hurt communicators with the best intentions.

4. Cultural Barrier: The norms of social interaction vary greatly in different cultures, as do the way in which emotions are expressed. People sometimes make stereotypical assumptions about others based on their cultural background which also hampers communication.

5. Emotional Barrier: Emotions play a very important role in the act of communication. Both encoding and decoding are influenced by our emotions. A message received when we are worked up will have a different meaning for us than we are calm and composed.

6. Social Barrier: are those impediments and hurdles in communication which primarily crop up due to our lifestyle, habits that have been determined by our culture. Social relations and status conscious proves to be very serious barrier to communication. Status conscious officers tend to become impatient while communicating with subordinates.

7. Ambiguity: leaving things half-said, using too many generalizations, proverbs or sayings, can all lead to communications that are not clear and that can lend themselves to misinterpretations.

8. Information Overload: It takes time to process a lot of information and too many details can overwhelm and distract the audience from the important topics.

9. Goal Conflict: Communication barriers result when goals are split and are in conflict with each other.

Q2. Explain the structure of a formal report.

A2. A report is a formal communication written for a specific purpose. It includes description, collection and analysis of data, their significance, the conclusions drawn from them and recommendations, if required. . The report is generally written to serve a range of purposes.. The different types of formal reports include: Inspection Report, Laboratory Report, Compliance Report, Audit, Inventory Report, Annual Report, Informational Report etc.

The formal report is divided into three sections:

A. Front Section

1. Cover Page
2. Title Page
3. Copyright Notice
4. Forwarding Letter
5. Preface
6. Acknowledgement
7. Table of contents
8. List of Illustrations
9. Abstract and Summary

B. Main Section

1. Introduction
2. Discussion

3. Conclusion

4. Summary

C. Back section

1. Appendices

2. List of References

3. Bibliography

4. Glossary

5. Index

FRONT MATTER: comprises of the following parts:-

1. Cover Page: A cover has a utilisation value; protecting the manuscript from damage. It gives first impression to the readers and comprises of the title, name of the organisation, writer etc.

2. Title Page - The Title Page must include the subject of the report, who the report is for, who the report is by and the date of submission.

3. Copyright Notice - If a report is published then a Copyright notice is added after the title page.

4. Forwarding Letter - is enclosed with the report stating a word of appreciation for those who have worked upon it.

5. Preface - serves the purpose of introducing the report.

6. Acknowledgement - serves the purpose of thanks giving. All the persons who have directly or indirectly helped in giving shape to the report are gratefully acknowledged.

7. Table of Contents - The Table of Contents should be on a separate page. It helps the reader to find specific information and indicates how the information has been organised and what topics are covered.

8. List of Illustrations - If a report contains a number of tables and figures, a separate list of Illustrations is given.

9. Abstract - An Abstract is usually 100 to 200 words. It is specific and precise so that the reader can get a good understanding of the main points without having to read the whole report. The abstract should be on a separate page with the centred heading ABSTRACT in capitals. It is usually written in a single paragraph with no indentation.

B. MAIN BODY:

1. Introduction — The Introduction has three main components. 1. The Background which describes events leading up to the existing situation, what projects have been done previously, and why the project or study is necessary. 2. The Purpose which defines what the project or study is to achieve, who authorised it and the specific terms of reference. 3. The Scope which outlines any limitations imposed on the project such as cost, time etc.

2. Body - The Body varies according to the type of report. This information must be presented in a systematic way. The body of the report consists of several sub sections dealing

with the different aspects of the study and their analysis. The analysis will pave the way for the conclusion that will be drawn.

3. Conclusions — The Conclusion should be as brief as possible. They should be presented in descending order of importance and should not suggest action. Conclusions should be free from speculation (i.e. ideas for which you have presented no evidence), have no new thoughts or references introduced and contain no further discussion of points raised.

4. Recommendations — The Recommendations should follow naturally from the conclusions. They should be offered in descending order of importance and may be in point form when several recommendations are being made.

C. BACK MATTER:

1. Appendices — The Appendix/Appendices contain important data, explanatory and illustrative material not included in the text.

2. References — The list of References is an accurate listing, in strict alphabetical order, of all the sources referred to. for ex.

<http://www.une.edu.au/current-students/resources/academic-skills/fact-sheets>.

3. Bibliography- A number of published and unpublished works are referred to while preparing the report, After writing the report , books magazines or any other material referred is listed in alphabetical order while preparing the bibliography.

4. Glossary- A glossary is a list of words used in the report along with the meanings and their explanations.

5. Index- List of words arranged alphabetically along with the relevant pge number on which they appear.

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Q3. Discuss the element of greed and ambition in the character of Pahom?

The protagonist of the story is a peasant named Pahom, who overhears his wife and sister-in-law argue over the merits of urban and rural life. He thinks to himself "if I had plenty of land, I shouldn't fear the Devil himself!" Satan, the devil in Pahom, is present sitting behind the stove and listening. Satan abruptly accepts his challenge and also tells that he would give Pahom more land and then snatch everything from him. After some time, a landlady in the village decides to sell her estate, and the peasants of the village buy as much of that land as they can. Pahom himself purchases some land, and by working on the extra land is able to repay his debts and live a more comfortable life.

However, Pahom then becomes very authoritarian of his land, and this causes arguments with his neighbours. "Threats to burn his building began to be uttered." Later, he moves to a larger area of land at another Commune. Here, he can grow even more crops and amass a small fortune, but he has to grow the crops on rented land, which irritates him. Finally, after buying and selling a lot of fertile and good land, he is introduced to the Bashkirs, and is told that they are simple-minded people who own a huge amount of land. Pahom goes to them to buy as much of their land for as low a price as he can negotiate. Their offer is very unusual: for a sum of one thousand rubles, Pahom can walk around as large an area as he wants, starting at daybreak, marking his route with a spade along the way. If he returns to his starting point by sunset that day, all the land his route encloses will be his, but if he does not reach his starting point, he will lose his money and receive no land. He is pleased, as he believes that he can

cover a great distance and has chanced upon the bargain of a lifetime. That night, Pakhom experiences a surreal **dream** in which he sees himself lying dead by the feet of the Devil, who is laughing.

He stays out as late as possible, marking out land until just before the sun sets. Toward the end, he realizes he is far from the starting point and runs back as fast as he can to the Bashkirs who were waiting for him. He finally arrives at the starting point just as the sun sets. The Bashkirs cheer his good fortune, but shattered from the run, Pahom drops dead. His servant buries him in an ordinary grave only six feet long, thus ironically answering the question posed in the title of the story.

Q4. Discuss the theme of the poem "If"?

A4. The poem "If" is written by British Nobel Laureate Rudyard Kipling. It was first published in "'Brother Square-Toes' – Rewards and Fairies" in 1910. It is an inspirational poem. It offers some piece of thoughtful advice to a son, consisting of the many qualities he feels are necessary to become a man, such as modesty, self belief, humility and truthfulness.

The poem's speaker says that if you can keep your head while those around you lose theirs; if you can trust yourself when others doubt you; if you can be patient and not lose your temper; if you can handle being lied about but not lie yourself, and being hated but not hating yourself; if you do not look too good or talk too wise:

If you can dream but not let those dreams cloud your reason; if you can think but still take action; if you can deal with both triumph and disaster; if you can handle it when others twist your truths into lies, or take the things you devoted your life to and turn them from broken into alive again:

If you can take all of your winnings and bet them in one throw and lose them all and then keep it a secret; if you can use your heart and muscles and nerves to hold on even when there is only Will left:

If you can remain virtuous among people and talk with Kings without becoming pretentious; if you can handle foes and friends with ease; if you see that men count on you but not too much; if you can fill every minute with meaning:

Then you have all the Earth and everything upon it, and, as the speaker exultantly ends, "you'll be a Man, my son!"

The virtues expressed in "If-" are devoid of showiness or glamour; it is notable that Kipling says nothing of heroic deeds or great wealth or fame. For him the true measure of a man is his humility and his stoicism.

Q5. Comment on the central idea of the poem "Where the Mind is Without Fear "

A5. In his poem *Where the Mind is Without Fear* the poet Rabindranath Tagore prays to the Almighty to lift his country to a state where freedom would be felt and enjoyed in the best way possible — a heaven of freedom. This poem was written when India was under the British rule. So he wanted his country to get freedom from the hands of the external rulers. But the poet felt that mere political freedom was not so important if his countrymen were not good and virtuous enough to enjoy that freedom fully.

In the very first line, the poet prays to the Almighty that his countrymen should be free from any fear of oppression or forced compulsion. He wanted that everyone in his country should held his head high in dignity. To cite:

Where the mind is without fear and the head is held high;
Where knowledge is free...

The poet then dreams of a nation where knowledge would be free. Education should not be restricted to the upper class only but everybody should be allowed to acquire knowledge. He then emphasises on the unity of not only his countrymen but also of the entire world. he did not want division of people on the basis of caste, creed, colour, religion etc. Tagore wanted a nation where people are truthful. He wanted people to work hard to attain their goals and in the long run to reach perfection. He wanted that they should not get tired of working. The poet then compared 'reason' or logical thinking to a 'clear stream' and dead habits or superstitious beliefs to a 'dreary desert'. He wanted that the stream of reason should not lose its way in the desert of prejudices. In other words he wanted that logic should rule over old baseless beliefs.

The poet wished that his countrymen should be progressive and be broad minded. He wanted them to be broad minded and do something extra ordinary, overcoming the narrowness of mind.

That is why in the final line he prayed to the God to raise his country to such heights where freedom would be realised at its best. In turn, he is actually praying that God may awaken his countrymen so that they come out of darkness of ignorance, prejudice, disunity and all other evils. He wanted his nation to achieve true freedom — a kind of spiritual freedom.