

**GOVT. WOMEN ENGINEERING COLLEGE, AJMER**  
**B.Tech. I Sem. I Mid-Term 2017-18**  
**Communication Skills (A Section) 27.11.17**

**Time : One Hour**

**M.M. 20**

**Note:** attempt **any 3** from questions 1-5. (All questions carry equal marks)

Q1. Explain the qualities of good communication.

Q2. Elaborate the features of a good report?

Q3. Describe how greed ruins Pahom.

Q4. Comment on the element of love and romance in “The night Train at Deoli”.

Q5. What kind of ambience does Rabindranath Tagore want for his country?

Q6. Do as directed:

1. If you had played well ..... (win the match) [Complete the incomplete conditional]
2. He will go neither to the water park .....to the zoo (or/nor) [pick the correct]
3. Animals don't kill ..... they are hungry (unless, because, although) [pick the correct]
4. She said, 'Honesty is the best policy.' (convert the speech form)
5. The police ..... catch the criminals. (duty or moral obligation) [fill in appropriate modal]

**MODAL ANSWERS**

**A1.** Communication is a continuous and two-way process. When both the sender and the receiver perceive the meaning of communication almost, in the same way, it is called effective communication. A good communication needs to be effective and it requires some conditions or elements or factors:

1. **Pre-thinking:** Pre-thinking about the message is an important quality of effective communication. Pre-thinking enables the sender to develop a creative message and to transmit it efficiently.
2. **Specific Objective:** Communication occurs with specific objectives. Therefore, the communicator must know the objective of communication and must arrange the message accordingly.

3. **Timeliness:** Usefulness of any message depends on its timely transmission. If the message is not transmitted in appropriate time, its utility is lost. So the communicator should consider the time of communication.
4. **Conciseness:** Another important quality of effective communication is that the message should be concise. The concise message is one that contains only relevant and necessary facts, avoids repetition, and organizes properly.
5. **Completeness:** Effective communication transmits a complete message so that the receiver can understand the full meaning of the message. The sender should not sacrifice completeness to attain conciseness.
6. **Correctness:** The effective communication contains only the correct messages. False, manipulated, and exaggerated information irritates the receiver and makes the communication ineffective.
7. **Persuasiveness:** Persuasiveness is an important quality of Effective communication. It helps to develop a positive attitude of the receiver towards the message.
8. **Concreteness:** Business communication becomes effective when it excludes irrelevant facts. Concreteness is essential to express the communicator's view to the receiver unambiguously.
9. **Feedback:** Effective communication always keeps the provision of feedback. Feedback ensures that the message has reached to the intended receiver.
10. **Mutual Interest:** When communication considers the interest of both sender and receiver, it is treated as effective communication. If the message ignores the interest of the receiver, communication may fail to attain its goal.
11. **Use of Appropriate Language:** Effective communication always uses appropriate language. Appropriate language avoids ambiguous and complex words, misleading non-verbal cues, technical jargons, poetic words etc.
12. **Considering the Receiver:** An effective communicator thinks about the receiver's knowledge, ability, interest, origin etc. This increases the utility and acceptability of communication.
13. **Use of Appropriate Media:** Selecting suitable media is essential for successful communication. The sender should select the [written](#) or [oral media](#) depending on the nature and importance of the message, availability of time, cost, receiver's ability etc.

14. **Emphasizing on Informal Relationship:** The communicator requires giving attention to establishing informal relationships with the receiver along with formal relationship as it ensures the success of communication.

15. **Effective Listening:** The communicator is also an effective listener. He has to listen attentively the response of the receiver. Therefore, the sender should possess the ability to listen the receiver's response attentively with due patience.

## **A2. Features of a Good Report**

The report provides factual information depending on which decisions are to be made. So every care should be taken to ensure that a report has all the essential qualities. A good report must have the following qualities:

**1. Precision:** In a good report, the writer is very clear about the exact and definite purpose of writing the report. His/her investigation, analysis and recommendations are directed to this central purpose. Precision provides unity to the report and makes it a valuable document.

**2. The accuracy of facts:** Information contained in a report must be based on fact. Since decisions are taken on the basis of report information, any inaccurate information will lead to wrong decision.

**3. Relevance:** The facts presented in a report should not only be accurate but also relevant. Irrelevant facts make a report confusing and likely to be misleading.

**4. Conciseness:** A good report should be concise but it does not mean that a report can never be long. Rather it means that a good report is one that transmits maximum information with minimum words. It avoids unnecessary detail and includes everything significant.

**5. Reader- Orientation:** A good report is always reader oriented. While drafting any report, it is necessary to keep in mind the person who is going to read it. Reader's knowledge and level of understanding should be considered by the writer of the report.

**6. Simple Language:** A good report is written in a simple language avoiding vague words. The language of the report should not be influenced by the writer's emotion. The message of a good report is self-explanatory.

**7. Grammatical Accuracy:** A good report is free from errors. Any faulty construction of a sentence makes its meaning different to the reader and sometimes become confusing or ambiguous.

**8. Unbiased Recommendation:** If the recommendation is made at the end of a report, they must be impartial and objective. They should come to a logical conclusion of investigation and analysis.

**9. Clarity:** A good report is absolutely clear. Clarity depends on the proper arrangement of facts. The reporter should make his purpose clear, define his sources, state his findings and finally make a necessary recommendation.

**10. Attractive presentation:** A good report provides a catchy look and creates attention of the reader. Structure, content, language, typing and presentation style of a good report should be attractive to make a clear impression in the mind of a reader.

**A3.** "How Much Land Does a Man Need?" tells the story of a peasant named Pahom, who boasts that if he had enough land, he wouldn't fear the Devil. After a series of happenings, however, it's clear that no matter how much land Pahom has, he will never truly be happy. Pahom overheard a debate between his wife and her sister. He states that if he had enough land, he wouldn't fear the Devil. The Devil overhears this and decides to test him. An opportunity for Pahom to acquire land arrives when a lady decides to sell her land. He buys some, but quickly falls out of favour with his neighbours, necessitating a move. In his quest to attain more and more land, Pahom visits the Bashkirs, whose chief agrees to sell him as much land as he can walk around in one day. Pahom can have all the land that he can walk around in a day for one thousand rubles. The only condition being that he must return to the exact point he started, or the deal goes off. Pahom has become so greedy for more and more land that he keeps extending his walk to include various attractive sites where there are trees or running water or something else he covets. Then when he realizes it is getting late and he has to go back to the spot where he began, he is already tired and he forces himself to hurry beyond his endurance. He has almost made it back to where the Bashkirs are waiting to welcome him when he collapses and dies of exhaustion. The moral of the story is that greed is self-destructive. A man should be satisfied with what he really needs.

**A4.** Ruskin Bond's "The Night Train at Deoli" is a romantic story. Its central geographic location is the small village of Deoli. Bond's narrator describes Deoli as mystical because it's so desolate and there's so little activity. The narrator finds a beautiful girl selling baskets amidst this nothingness. The stark background makes the girl appear even more beautiful, almost like an angel. The

narrator observes that nobody gets off the train and nobody gets in. It is the same every time, the guard would blow his whistle, and Deoli would be left behind and forgotten. The place itself is like a dreamland, somewhere that sticks in your memory only when you're actually there. When you leave, it seems to just shimmer away like the still and quiet landscape of a dream.

When the student finally meets the girl who sells baskets, their conversation adds a temporal aspect of mysticism. He says to her: "I have to go to Delhi." She replies simply: "I do not have to go anywhere." The statement reinforces that she is a part of this simple landscape; she stays there in Deoli while the student rushes ahead to his family and obligations. There's a space and time barrier between them: he can't stay with her, and she won't go with him. The girl is like a pretty painting: lovely to look at, sparks the imagination, but ultimately stationary.

**A5.** In "Where The Mind Is Without Fear" Tagore imagines a place wherein people are allowed to thrive, free from the yoke of fear and stratification. The imagery oscillates between hopeful and bleak, as Tagore envisions the future while realistically facing the present. For instance, the speaker believes in the existence of the "clear stream of reason" but acknowledges that it currently swings into the "dreary desert sand of dead habit." Tagore's metaphors sketch the disparity between the present time and place and a future where people are truly free.

The poem speaks as a voice for all the Indian people who are oppressed by British rule, which means it transcends the merely personal and becomes an articulation of the desires of a group. The image of yearned for unity. Where the world has not been broken up into fragments By narrow domestic walls offers an effective visual image of people pulled together for a common purpose. Likewise, the images of "the clear stream of reason" and "the dreary desert sand of dead habit" offer visual images of the direction in which Tagore hopes his people will head. Overall, starting with the image of a head "held high," the poem offers quiet inspiration to a nation.

This short, simple poem is directed to his fellow Indians but spoken to God, who Tagore addresses as "thee," meaning "you," and "Father." He asks God to lead his people, who have long been oppressed, to a higher plane of being, where they can live with dignity, striving for perfection and no longer trapped by bad habits from the past. He asks that the people become awakened so they can become free.

The poem is effective because of the clarity with which Tagore expresses his desire that his people be freed. Freedom is a universal desire, and by asking a wise and powerful being like God for this, Tagore points to how deep the longing runs.

**A6.**

1. If you had played well **you could have won the match.**
2. He will go neither to the water park **nor** to the zoo.
3. Animals don't kill **unless** they are hungry.
4. **She said that honesty is the best policy.**
5. The police **should/ought to/must** catch the criminals.