

Code: AE99/AC99/AT99/ AE138/AC138/AT138
Subject: COMM. SKILLS & TECHNICAL WRITING

AMIETE – ET/CS/IT (Current & New Scheme)

Time: 3 Hours

JUNE 2016

Max. Marks: 80

PLEASE WRITE YOUR ROLL NO. AT THE SPACE PROVIDED ON EACH PAGE IMMEDIATELY AFTER RECEIVING THE QUESTION PAPER.

NOTE: There are 9 Questions in all.

- Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.
- The answer sheet for the Q.1 will be collected by the invigilator after 45 minutes of the commencement of the examination.
- Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 12 marks.
- Any required data not explicitly given, may be suitably assumed and stated.

Q.1 Choose the appropriate alternative from among the following: (2×10)

- a. Prior to encoding, the first requirement of communication is _____.
 (A) idea (B) pause
 (C) message (D) empathy
- b. The word 'agendum' (agenda) is a _____ word.
 (A) Latin (B) Greek
 (C) Spanish (D) French
- c. _____ is not an area of soft skill.
 (A) Negotiating business on net
 (B) Conducting video conferencing
 (C) Delivering physical product before a deadline of time
 (D) Command and control
- d. _____ is not part of the front matter of a report.
 (A) Cover (B) Frontispiece
 (C) Title page (D) Conclusions
- e. The antonym of unique is _____.
 (A) separate (B) unity
 (C) common (D) one
- f. The synonym of judgment is _____.
 (A) crime (B) verdict
 (C) law (D) advocate
- g. Body language does not include _____.
 (A) eye contact (B) gesture
 (C) posture (D) knowledge

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- h. An argument in a court of law is an example of____.
- (A) sensitive listening (B) passive listening
(C) marginal listening (D) projective listening
- i. An agenda does not contain_____.
- (A) place of meeting (B) time of meeting
(C) item by item presentation (D) speeches
- j. Surprise element is always present in _____.
- (A) narrative writing (B) descriptive writing
(C) explanatory writing (D) argumentative writing

Answer any FIVE out of the following EIGHT questions.
Each question carries 12 marks.

- Q.2** a. Explain the concept of communication. Why is communication regarded as “the life line of an organisation”? (6)
- b. Name any four important channels of communication. Explain giving examples the different media of communication. (2+4)
- Q.3** a. Explain with three examples, how “actor-action-goal” principle is necessary in the construction of sentences in a paragraph. (6)
- b. Correct the following sentences: (6)
- i. He met a girl which eyes were blue.
 - ii. The news are true.
 - iii. Make haste and you will be late.
 - iv. He fought brave.
 - v. Besides the ungathered rice, he lay.
 - vi. I hurt my knee tomorrow.
- Q.4** a. Read the passage given below carefully and answer the questions that follow:
- 1 In southern Nigeria, the province of Biafra had seceded. This miniscule territory was surrounded by the Nigerian army and the Biafran people were decimated by famine. The French Red Cross issued an appeal for volunteers.
 - 2 On the other side of the world, Max Recamier and Pascal Greletty-Bosviel—volunteer doctors with the International Committee of the Red Cross (ICRC) in Geneva—had been regularly intervening in armed conflicts.

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- 3 "Contrary to popular belief, the Red Cross is not a medical organization at all," says Max Recamier. "Pascal and myself were the only two doctors they knew because of our previous mission in Yemen, so they asked us to find some doctors for the ICRC. The first one to volunteer was Bernard Kouchner, who was much younger than I was".
- 4 A team of six set off on the ICRC mission to Biafra: two doctors—Max Recamier and Bernard Kouchner—as well as two clinicians and two nurses. Being thrown into such a bloody conflict was a real shock for these fledgling doctors, who found themselves having to provide war surgery in hospitals that were regularly targeted by the Nigerian armed forces.
- 5 Recamier and Kouchner believed the world needed to know about the events they were witnessing: civilians being murdered and starved by blockading forces. They openly criticized the Nigerian government and the Red Cross for their seemingly complicit behavior.
- 6 In the following three years, other doctors began to speak up. These doctors, or "Biafrans," as they were known, began to lay the foundation of a new and questioning form of humanitarianism that would ignore political or religious boundaries and prioritize the welfare of those who were suffering.
- 7 In 1971, Raymond Borel and Philippe Bernier, journalists from the medical review *Tonus*, issued an appeal to establish a band of doctors to help the people suffering in the midst and wake of major disasters.
- 8 The "Biafrans," who had been attempting to start an emergency medical response group themselves, jumped at the chance. "It's simple really: go where the patients are. It seems obvious, but at the time it was a revolutionary concept because borders got in the way. It's no coincidence that we called it 'Médecins Sans Frontières.'"MSF was officially created on December 22, 1971.
- 9 MSF's first mission was to the Nicaraguan capital, Managua, where an earthquake in 1972 had destroyed most of the city and killed between 10,000 and 30,000 people. In 1974, MSF set up a relief mission to help the people of

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Honduras after Hurricane Fifi caused major flooding and killed thousands of people.

10 In these first missions, the weaknesses of MSF as a greenhorn humanitarian organization would become readily apparent: preparation was lacking, doctors were left unsupported, and supply chains were tangled. It became a turning point; the movement began to fracture.

Questions:

- (i) Why was the mission to the province of Biafra a “real shock” to the doctors? [para3] (2)
- (ii) Why is the concept of “Biafran” doctors volunteering in war inflicted areas described as “revolutionary”? [para8] (2)
- (iii) What did MSF do in its first mission? (2)
- (iv) What were the problems faced by the doctors in the first missions of MSF? (2)
- b. From the passage find one word for each of the following: (4)
- (i) Extremely small, tiny [para 1]
- (ii) Designate or treat (something) as being more important [para 6]
- (iii) A striking occurrence of two or more events at the same time apparently by mere chance [para 8]
- (iv) New, with no previous experience [para 10]
- Q.5** a. Mention any three ways in which a sentence can be transformed from one grammatical form to another. Give an example of each. (6)
- b. What are the essentials of good communication? (6)
- Q.6** a. Prepare the bio-data of a candidate for the post of Customer Supporting Engineer in Tata Consultancy Services Ltd. (6)
- b. Mention any two types of reading styles. Briefly explain each with examples. (6)
- Q.7** a. Explain the three skills needed for preparing the agenda and minutes of a meeting. (6)
- b. What is the significance of “tone of voice” in speech? (6)
- Q.8** a. Write the structure of a report. (6)
- b. Describe with examples any two methods of collecting data. (6)
- Q.9** a. What are the important skills for participating in a meeting? (6)
- b. What are the important tips for attending a telephonic call? (6)