

**Q.2** b. List any three merits and limitations of written communication.

**Answer:**

The merits / demerits of written communication are as listed below:

**Merits**

- (i) Since written communication is open to verification, it therefore forces the writer to be accurate and precise.
- (ii) A written communication can be referred to as many times as required and there is less chance of losing any part of the message.
- (iii) It is a permanent record and can prove very useful for future reference.
- (iv) It is acceptable as a legal document.
- (v) It facilitates the fixing of responsibilities.

**Demerits**

- (i) A written communication takes relatively more time in its drafting and writing as compared to oral communication.
- (ii) Since relatively more man hours are utilized for written communication, therefore it is more expensive.
- (iii) Quick and immediate clarification on any points that may arise is not possible, since the same have to be asked for in writing.

**Q.3** b. Written below are four sentences which are incorrect. Correct them:

- (i) Girl students must either wear sarees or salwar kameez.
- (ii) Five million rupees are large sums.
- (iii) The income tax provision of tax relief not only applies to permanent employees but also to casual workers.
- (iv) This is one of the most interesting novels that has appeared this year.

**Answer:**

- (i) Girl students must wear either sarees or salwar kameez.
- (ii) Five million rupees is a large sum.
- (iii) The income tax provision of tax relief applies not only to permanent employees but also to casual workers.
- (iv) This is one of the most interesting novels that have appeared this year.

**Q.4** a. Do as directed:

- (i) Your good result has not surprised us. (Change to Passive Voice)
- (ii) He said to me, "Where are you going?" (Change to Indirect Narration)
- (iii) He bade good-bye to his friend. (Change to Direct Narration)
- (iv) We need not disbelieve what he said. (Change to Simple sentence)
- (v) He left no plan untried. (Change to Affirmative sentence)
- (vi) What a very lame excuse! (Change to Assertive sentence)

**Answer:**

- (i) We have not been surprised by your good result.
- (ii) He asked me where I was going.
- (iii) He said to his friend, "Good-Bye."

- (iv) We need not disbelieve his words.
- (v) He tried all the plans.
- (vi) You are giving a lame excuse/It is very lame excuse.

**Q.5** a. Read the passage given below carefully and answer the questions that follow:

‘Since its birth in the middle of the nineteenth century, the women’s rights movement has taken root and spread throughout the world. In many countries women have fought for the right to vote, the right to work, the right to be educated to the limit of their capacities, the right to own and dispose of property and for equal rights within marriage. The cause has penetrated world governments via the United Nations which in 1946 set up a special commission to study the worldwide status of women and make recommendations to the Social and Economic Council on ways of improving it. UNESCO too assists in the advancement of women by seeking to involve them in educational and cultural programmes.

In addition, a multitude of women’s organizations exist in individual countries to further, at national and international levels, the eradication of remaining areas of discrimination. Through their affiliation with international feminist bodies, they are in touch with women’s activities and achievements in all parts of the world.

However, with half the world’s population still illiterate – most of them women – there is great disparity between what has been and has still to be achieved. At one end of the scale, women’s rights workers are still pressing for elementary education; at the other, for the removal of early ‘protective’ legislation which is now felt to be discriminatory because it denies women certain freedoms: for example, the right to do night work if they so choose. Nevertheless, despite the fact that the women’s movement has progressed unevenly and with varying success, women in general are emerging from ‘chattelhood’ and are beginning to take their place beside men as free and equal citizens.’

**Questions:**

- (i) What is the women’s rights movement?
- (ii) Why has the movement not been completely successful?
- (iii) Why is there a demand to abolish legislation which was earlier considered ‘protective’?

**Answer:**

- (i) The women’s rights movement, is a fight which women of many countries have taken up for the right to vote, the right to work, the right to be educated to the limit of their capacities, the right to own and dispose of property and also for equal rights within marriage.
- (ii) The movement has not been completely successful because half the world’s population is still illiterate and most of them are women.

- (iii) There is a demand to abolish legislation which was earlier considered 'protective' because it denied women certain freedoms: for example, the right to do night work if they so choose.

**Q.6** a. What are the various styles of writing generally followed? List the same with a short description of each.

**Answer:**

The various styles of writing generally followed are:

- (i) Narrative writing which relates or recounts events like story, drama etc.
- (ii) Descriptive writing which gives an account of a situation, a problem, a process etc.
- (iii) Explanatory writing which uncovers details, bringing out a composite picture of a situation or a problem.
- (iv) Analytical writing which makes a critical analysis in order to develop a particular stand point on a topic.
- (v) Scientific and technical writing which is used to investigate a hypothesis or theory and come to a conclusion which can be verified by others.
- (vi) Journalistic writing which is used to present a quick write up on day-to-day events.

b. What are the points that need to be kept in mind while writing a resume?

**Answer:**

The points that need to be kept in mind while writing resume are:

- (i) Use bulleted sentences.
- (ii) A resume must be short on words but long on facts.
- (iii) The resume must focus on your strengths and abilities.
- (iv) The resume must make a sincere and factual representation of your skills.

The resume must reflect your worth as a potential employee.

**Q.7** b. What are the main components of soft skills? List the same.

**Answer:**

The main components of soft skills are:

- (i) The ability to speak and act in a manner that leads to a climate of goodwill and motivation in an organisation.
- (ii) The ability to understand that human beings have different motivational levels under different situations.
- (iii) The ability to use power effectively and in a responsible manner.

**Q.8** a. What general considerations should be kept in mind while writing a good report?

**Answer:**

The general considerations that should be kept in mind while writing a good report are:

- (i) The purpose of the report.
- (ii) The readers and users of the report.
- (iii) The PPRA formula i.e. the purpose, position, reason and action of the report.
- (iv) The implementation theory.
- (v) The terms of reference of the report.
- (vi) The methodology of gathering information.  
Categorising the collected data.

b. What is the difference between the Abstract and the Summary of a report?

**Answer:**

The main difference between the abstract and summary of a report is that of function.

An abstract tells in concentrated form what the report is about whereas the summary gives the substance of the report.

The length of an abstract is about two to five percent of the original while the length of a summary is between five and ten percent of the original.

**Q.9** a. When preparing for an interview, list some of the general questions that one should prepare for in advance.

**Answer:**

When preparing for an interview, some of the general questions that one should prepare for in advance are:

- (i) Tell us something about yourself.
- (ii) Why do you want to join this organisation?
- (iii) What is it that you have in mind, once you join this organisation?
- (iv) How will your joining benefit the organisation?
- (v) What scope does your discipline have in this organisation?
- (vi) What are your strong and weak points?
- (vii) What sort of future do you expect with this organisation?
- (viii) Where do you see yourself five years from now?

b. What are the various components of leadership skills?

**Answer:**

The various components of leadership skills are:

- (i) The ability to use power effectively and in a responsible manner.
- (ii) The ability to comprehend that human beings have different motivation forces at different times and in different situations.
- (iii) The ability to inspire.

The ability to act in a manner that will develop a climate conducive for responding to and for motivating.

**Text Book**

The Functional Aspects of Communication Skills, Prajapati Prasad and Rajendra K. Sharma, S. K. Kataria & Sons, New Delhi, Reprint 2007