

Q 2 (a) Explain the process of communication?**Answer**Process of communication:

Communication process begins with a sender who starts the communication. The matter communicated is the message. This is encoded in a suitable set of symbols and transmitted to a receiver through medium or channel. The receiver receives it, decodes it and sends a suitable response called feedback.

Communication is a complex process. It does not end with mere transmission of a message or information or idea by the sender.

The process of communication is affected by the backgrounds, experiences, objectives and aspirations that both the sender and receiver have in common. A message can be communicated through oral channels, face to face conversation, telephone conversation, audio-visual channels like radio and television and written media like book, computer, internet, etc.

Q 2 (b) What are the different types of formal communication?**Answer**

The different types of formal communication-

The formal process of communication is also called vertical communication which is classified into the upward and downward forms of communication. When a message is transmitted from the management to the employees, it is a downward flow. When the reverse occurs, it is an upward flow.

Formal downward channel:

Some bosses over-emphasize the significance of downward channels of communication. The stress on the need of conveying orders and viewpoints of upper level management to subordinates. This can be done by oral commands, notices, e-mails, posters, bulletins, bulletin and boards, letters and pay inserts, employee's handbooks, pamphlets, annual reports and address systems.

Formal Upward Channel:

An upward flow of information is essential for an organization to coordinate its various activities. Some of the channels for upward communication are: open policy, suggestion systems, questionnaires, grievance procedures and special meeting.

Q 3 (a) As a Diploma holder in Electronics Engineering, prepare an application with bio data for seeking a job in WIPRO Ltd as a customer supporting engineer.**Answer**Job Applicant Letter with a Bio-data

Diploma Holder in Electronics Engineering to work as Customer Supporting Engineer.

To,
The Manager,
WIPRO Ltd.,
Gurgaon, Haryana.

Sub: Application for the post of Customer Supporting Engineer.

Sir,

With reference to the advertisement in “The Times of India” dated 07-07-2012, I wish to apply for the post of Customer Supporting Engineer.

After having completed diploma in electronics engineering from GND Co-ed Polytechnic, I am currently serving in TCS, Noida, in the pay of 15,000/- per month.

I have gained a good experience about software development in this company.

Since yours is an established and reputed company, I would feel privileged to work with you. I assure you that I would put in the best of my efforts.

I would be available for an interview at any data convenient to you.

Thanking you,
Yours sincerely,
XYZ.

Name : XYZ
Date of Birth : 07-05-1992
Address : 675, 11th Floor,

Gali No -02
New Apartments,
Sector XYZ, Narela,
Delhi.

Nationality : Indian
Marital Status : Unmarried
Present Designation : Customer Supporting Engineer
Present Organization : TCS, Noida.

Educational Qualifications:

S.No.	Examination	Year	Percentage	Board/University
1.	Secondary Examination	2006	65%	C.B.S.E
2.	Sr. Secondary Examination	2007	64%	C.B.S.E
3.	Diploma (Electronics)	2010	68%	D.T.T.E Govt NCT of Delhi

Specialized Projects / Courses

Proficient in MS – DOS, Microsoft Windows, Excel, and Word 2003 and 2007

Training

Underwent training at TCS for CAD course.

Work Experience

July 2010 to August 2011: Asian Paints Ltd

August 2011 till present date: TCS, Noida.

Extra Curricular Activities

- I. Acted in many Stage and Street Plays.
- II. Captain of college Cricket Team

Reference

- I. Dr O.P. Sharma
Head Electronics Engg.
GND Coed Polytechnic.
- II. Dr S.K. Khan
Proctor (VI Sem)
GND Coed Polytechnic.

Q 3 (b) Mention any four elements of effective writing.

Answer Page Number 41 of Text Book

Q 5 (a) Explain “Reading Tactics”.

Answer Reading Tactics is a relaxed state of mind which is a pre-condition for concentration in reading and writing. Psychologists have recommended the “SQ3R” system of study – SQ3R [Survey, Question, Read, Recite].

For this, five types of reading styles are popular:-

(a) Labelling (b) Skimming (c) Scanning (d) Sampling (e) Studying

Labelling-

This helps a person to remember the content of a document, memorandum or letter. We look at the title, section headings and special print, illustrations, graphs and tables.

Skimming-

It means exploratory reading so as to have general view of a document. It is a valuable reading tool of the busy office assistants as well as middle executives.

Scanning-

This is normally associated with reading newspapers. The senior executives scan a large number of newspapers, business magazines, special news bulletin while taking morning tea, waiting for an aero plane etc.

Sampling-

It implies to have an outline picture of the whole. In a book, we may read preface, acknowledgements, contents, introduction and conclusion, then decide what the book or report is about and whether it is worth reading.

Studying-

This involves all the stages of SQ3R. This type of reading requires repeated readings and taking notes of the essential points of the discourse. Example- The budget proposal requires not only underlining sentences with red and blue pencils but holding threadbare discussions with others members of the firm, company law secretary etc.

Q 6 (a) What are the objectives of group discussion?

Answer

Objectives of group discussion enable us to locate the following qualities in the candidates:

i. Leadership qualities:

This necessitates that the individual should have the capacity to take initiatives during the course of the interaction. He should have an ability to give direction to the group.

ii. Knowledge of the subject matter:

While making a presentation or showing awareness of the subject matter, two things need to be kept in mind- the quantitative and qualitative aspect of the topic..

iii. Analytical ability:

Try to bring out your capacity to use your analytical ability to the optimum. While it is relatively simple to present data on an issue, it is comparatively difficult to present it in a manner so that it gives the appearance of a well analysed presentation.

iv. Clarity of thought:

Do not dwell on minor points. Always concentrate on the substantial issues and their relevance at present time. Do not be dogmatic in your approach.

v. Conviction and flexibility

One should be flexible in approach to topic. Be willing to take the others' perspective also. You should be willing to empathize with other's standpoint.

Q 6 (b) What should be the body language for facing an interview?

Answer Page Number 213 of Text Book

Q 7 (b) Mention all the points to be taken into consideration while writing a report.

Answer Page Number 272 of Text Book

Q 8 (a) Give the importance of audio visual aids in speech**Answer**

Importance of audio-visual aids in speech:

The use of visual aids has become the normal feature of speaking in a seminar or conference.

- i. They break the whole thing up, which is extremely useful in longer talks.
- ii. They are visual- a different activity for the audience from passive listening.
- iii. They can help illustrating complex information in a simplified way.

Your computer has the following in-built types of visual aids:

Slides: Either for an overhead projector or a slide projector. Limit the number you use.

Flip Chart: A board and easel with sheets of paper which can be written on during a talk or prepared beforehand and referred to during a talk.

Models: If you are talking about a piece of equipment, it is a good idea to have a model of it there so that people can see and examine it.

Films and Videos: the use of films and videos may make your lecture highly interesting.

Q8(b) Describe barriers to listening**Answer**

The important hindrances to effective listening are -

A. Lack of interest:

If an individual is not interested in the topic being discussed, he will not be able to concentrate on the issue.

B. Ego:

It is the basic communication block.

C. Involved with the self/preoccupation.

If the listener is too busy with his own thoughts or is involved with him there are bound to be discrepancies in understanding.

D. Lack of self-confidence

This may occur due to some uncontrolled factors in the present environment of the listener or because of some past event.

E. Fear:

Developing fear or being scared of an individual can close the mind to whatever is forth coming.

F. Preconceived ideas and notions:

To enter into any kind of interaction with preconceived ideas, notions and thoughts, always has a negative impact on the listening process.

G. The familiarity trap:

Quite often our previous knowledge of a particular topic can close our mind to the ongoing communication.

H. Work under stress:

The mind gets blocked to what is happening around and it becomes difficult for the participant to grasp what is being said.

Q 9 (a) Give six methods of transformation of sentences in English language. Give one example of each.

Answer Page Number 94 – 95 of Text Book

Text Book

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