



**SUMMER – 2013 EXAMINATION**  
**MODEL ANSWER**

**Subject:** Communication Skills

**Subject Code:** 17201

**Important Instructions to Examiners:**

- 1) The answers should be examined by key words and not as word-to-word as given in the model answer scheme.
- 2) The model answer and the answer written by candidate may vary but the examiner may try to assess the understanding level of the candidate.
- 3) In case of some questions, credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 4) The language aspects such as grammar, spelling etc. should be given importance.
- 5) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by candidate and the figure in model answer may vary. The examiner may give credit for any equivalent figure drawn.

**Model Answer**

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	(a)	<p><b>Answer any TEN of the following questions in 25-30 words:</b></p> <p><b>Define the term communication.</b></p> <p><b>Ans:</b> Communication is the process by which information is transmitted between individuals and/or organizations so that an understandable response results.</p> <p style="text-align: center;"><b>OR</b></p> <p>Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons.</p> <p><i>(Instruction: Other correct definitions of communication can be given full marks.)</i></p>	02	20
	(b)	<p><b>What is the role of the receiver in communication?</b></p> <p><b>Ans:</b> The roles of the receiver are as follows:</p> <ol style="list-style-type: none"><li>1. To receive the message sent by the sender.</li><li>2. To decode the message.</li><li>3. To give feedback to the sender.</li></ol> <p style="text-align: center;"><b>OR</b></p> <p>The receiver has to perform the following roles:</p> <pre>graph LR; A[RECEIVING] --&gt; B[DECODING]; B --&gt; C[GIVING FEEDBACK]</pre>	02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	(c)	<b>Why is feedback necessary in communication?</b> <b>Ans:</b> Feedback is necessary because the process of communication remains incomplete without it. It is response to the message, wherein the sender knows if the receiver has received, understood and acted upon the message. Feedback also enables the sender to modify and resend the message as per the need of receiver.	02	
	(d)	<b>How can grapevine communication be of a disadvantage to an organization?</b> <b>Ans:</b> 1. It is not time bound because the conversation is listless and goes beyond the scope of purpose. Therefore it leads to waste of time. 2. It may spread false and incorrect news/rumours about an organization. Therefore it can never be relied upon. 3. It may spoil the reputation of an organization. 4. It leads to ego and jealousy problems. <i>(Instruction: Any two correct points can be given full marks.)</i>	02	
	(e)	<b>Give two examples of downward communication in your college.</b> <b>Ans:</b> Following are the examples of downward communication in the college: 1. The principal of the college guides the faculties about the strategies to improve the result. 2. The H.O.D. instructs a peon to clean the class.	02	
	f)	<b>How can we overcome psychological barriers?</b> <b>Ans:</b> We can overcome psychological barriers in following ways: 1. Meditation: Through meditation, we can learn to let go negative issues that bog down our minds. 2. Self-affirmation: Positive self assertion can help us 'convince' ourselves that something is within reach. 3. Be open to suggestions. 4. Develop a befitting attitude. 5. Train your mind to fight false fears.	02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>6. Learn to become more emotionally intelligent. This means learn to handle our emotions and those of others.</p> <p><i>(Instruction: Students are expected to write any two points.)</i></p>		
	g)	<p><b>How can status act as a barrier in communication?</b></p> <p><b>Ans:</b> Status can act as a barrier due to organizational hierarchy. For example, an employee does not discuss his problem with or speak the truth to his senior because he feels that his superior may not have faith in his ability and he might lose his job. On the other hand, the senior does not communicate with the junior due to fear of losing status.</p> <p><i>(Instruction: Examples may vary.)</i></p>	02	
	h)	<p><b>State any two principles of effective communication.</b></p> <p><b>Ans: 1. Clarity in encoding the message:</b> Encoding of the message should be clear. For this, the sender should be aware of the purpose of communication. Clarity means it should not arise any confusion or question in the mind of the receiver. There should not be any ambiguity.</p> <p><b>2. Clarity in stating the purpose:</b> The message should state the purpose clearly. It should be direct in its intention. The sender should have no doubts about the purpose of communication. Only then, he will be able to express his thoughts in a concise or brief manner without giving unnecessary details.</p> <p><b>3. Correctness of the message:</b> The message should be correct. It should not have any incorrect information or misleading details. Then only, the communication will be effective. Incorrect messages are seldom effective.</p> <p><b>4. Conciseness of the message:</b> The key to effective communication is its conciseness and its brevity. The sentence should always be short in length. This ensures understanding. Lengthy messages lead to confusion.</p> <p><b>5. Completeness of the message:</b> The message should be complete i.e. it should answer all the possible questions of the receiver.</p>	02	



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1.		<p>Insufficient knowledge confuses the receiver as it leaves him in doubt and distrust.</p> <p>6. <b>Coherence of the message:</b> The message should have a logical sequence and flow. It should progress in such a way that the receiver gets a clear picture and is able to respond accordingly.</p> <p>7. <b>Courteous language:</b> Language in all types of communication should always be courteous. The goodwill generated by courtesy helps in building long term relations.</p> <p>8. <b>Selection of proper channel:</b> Selection of channel depends on the urgency of the message; the capacity of the receiver and availability of the resources to send the message. Proper channel ensures proper transmission.</p> <p>9. <b>Knowledge about the receiver:</b> It is essential that the sender is aware of who the receiver is. This knowledge helps him in selecting the right words and proper channel. Sender should know receiver's age, experience, interest, knowledge, efficiency and intelligence, grasping power, and retention power.</p> <p>10. <b>Taking care of probable barriers:</b> Sender and receiver both are responsible to make communication smooth. They should anticipate probable barriers and plan accordingly. The barriers of communication need to be removed to convey message effectively.</p> <p>11. <b>Giving feedback:</b> Sender should ensure that the message receives an expected feedback. Without feedback, effectiveness of the message cannot be judged. Feedback needs to be positive and prompt therefore the sender should take care that he defines the timeline accordingly.</p> <p><i>(Instruction: Students are expected to write only two principles.)</i></p>		
	i)	<p><b>State two instances where we can use graphical communication.</b></p> <p><b>Ans:</b> We can use graphical communication in following instances:</p> <ol style="list-style-type: none"><li>1. To show the direction from Pune to Satara</li><li>2. To compare the profit and loss of last three years with the help of a bar graph</li></ol> <p><i>(Instruction: Instances can vary.)</i></p>	02	



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1.	j)	<b>How does the use of modern technology help to remove the barrier of distance?</b> <b>Ans:</b> By using modern technology, we can send the message through proper channel in order to remove the barrier of distance. For example, mobile phone helps us to communicate with the person who is far away from us. We can send information in a fraction of second with the help of email /internet.	02	
	k)	<b>What is diagonal communication?</b> <b>Ans:</b> A person working at a higher level of authority in his organization may be required to correspond with a person working at a lower level or vice versa; this is called as diagonal communication. It may be internal or external communication. It does not follow any set pattern like vertical and horizontal communication.	02	
	l)	<b>What are mechanical barriers?</b> <b>Ans:</b> The barrier that arises due to problem in machinery or instrument which is used to transmit the message is called as Mechanical barrier. Mechanical barriers are interferences of technical sources in the communication process. They are not limited to media forms such as radio, television etc but also include machines used by those with hearing or speech impairment.	02	
2.	a)	<b>Attempt any FOUR of the following:</b> <b>What are the basic types of communication that exist in any organization?</b> <b>Ans:</b> The basic types of communication that exist in any organization are: 1. Formal Communication 2. Informal/Grapevine Communication 3. Vertical Communication: a) Upward Communication b) Downward Communication 4. Horizontal Communication 5. Diagonal Communication	04	16



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		<p>6. Verbal Communication: a) Oral Communication b) Written Communication</p> <p>7. Non-verbal Communication: a) Body Language b) Graphic Language</p>		
	(b)	<p><b>Select the channel which will be the most suitable for sending the following information:</b> <b>(Internet, Graph, Complaint Letter, Poster, Telephone, Memo)</b></p> <p>i) To spread the message of water conservation among people - <b>Poster</b></p> <p>ii) To complain about the damaged books received by you - <b>Complaint Letter</b></p> <p>iii) To fill and submit exam form immediately - <b>Internet</b></p> <p>iv) To speak to your relatives in your native village - <b>Telephone</b></p>	01 01 01 01	
	(c)	<p><b>A clerk comes late to his office everyday. Though he is issued a memo he continues to be irregular. So he is suspended from his job.</b></p> <p><b>Identify the non-verbal code in this situation and justify your answer. Suggest measures to avoid such situations.</b></p> <p><b>Ans:</b> The non verbal code used in given situation is 'Chronemics' which is related to utilization of time.</p> <p>Even after receiving a memo, the clerk continues to be irregular. This shows his unpunctuality and casual attitude towards utilization of time.</p> <p>To avoid such situations the clerk should report to the office in time and should efficiently use available time to perform his duties.</p>	04	
	(d)	<p><b>What is the role of correct encoding and decoding in effective communication?</b></p> <p><b>Ans: The role of correct encoding in effective communication:</b></p> <p>Encoding helps the sender to put his disorganized ideas and thoughts in structured format which helps the sender to give the correct message which is understandable to receiver which results in effective communication.</p> <p><b>The role of correct decoding in effective communication:</b> Decoding is a process of understanding the message by the receiver. Decoding</p>	02 02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.	(e)	<p>helps the receiver to give proper feedback to the sender which is necessary for effective communication.</p> <p><b>What are the different ways of overcoming language barriers?</b></p> <p><b>Ans:</b> The different ways of overcoming language barriers are as follows:</p> <ol style="list-style-type: none"><li>1. <b>Speak slowly and clearly-</b> One should focus on enunciating and slowing down the speech. Don't rush through communication.</li><li>2. <b>Ask for clarification</b> - Instead of assuming the understanding of what others say, politely ask for clarification.</li><li>3. <b>Frequently check for understanding</b> – Check both that you have understood what has been said and that others have fully understood you</li><li>4. <b>Avoid idioms</b> – Business language is often contextual and therefore culture specific. Avoid using the phrases that require knowledge of other information.</li><li>5. <b>Be careful of technical jargons</b> – If technical jargons are used, a description of the same should be provided to the receiver.</li><li>6. <b>Be specific</b> – Spell out your expectations and deadlines clearly.</li><li>7. <b>Choose your medium of communication effectively-</b> Choose your form of communication carefully. Don't overuse any medium. In case a medium is ineffective, switch to another one.</li><li>8. <b>Provide information via multiple channels</b> – Follow phone calls with emails that summaries what has been said.</li><li>9. <b>Be patient</b> – Keep patience while communicating with others so that communication takes place with ease and proper pace.</li></ol> <p><i>(Instruction: Students are expected to write four points.)</i></p>	04	
	(f)	<p><b>How can difference in age between sender and receiver act as a barrier in communication?</b></p> <p><b>Ans:</b> It is observed that there is difference in the way of thinking between the persons of different age groups which creates problem in understanding each other. For a generation, the difference of age is normally 18 to 20 years. Gap of age causes difference in thinking,</p>	04	



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2.		which is called as generation gap. For example, age difference between parents and children or grandparents and grandchildren can create barrier in communication.																																												
3.	(A) (a)	<p><b>Attempt any ONE of the following:</b></p> <p><b>Draft a notice informing students of II Sem. about the dates of their practical exams.</b></p> <p><b>Ans: SHIVAJI POLYTECHNIC</b> <b>1242, M.G. Road, Pune-411001</b></p> <hr/> <p>13 April, 2013</p> <p><b>NOTICE</b></p> <p>All the students of II Semester are hereby informed that their practical exams will be conducted from 23 April 2013 to 28 April 2013. Students are required to bring I-card, Exam hall ticket and manuals/files while appearing for the exams. The details are as follow:</p> <table border="1"><thead><tr><th>Sr. No</th><th>Class</th><th>Subject</th><th>Date</th><th>Time</th><th>Place</th></tr></thead><tbody><tr><td>1.</td><td>FYCO</td><td>Physics</td><td>23/4/ 2013</td><td>9.30 am</td><td>Physics Laboratory</td></tr><tr><td>2.</td><td>FYME</td><td>Physics</td><td>24/4/ 2013</td><td>8.30 am</td><td>Physics Laboratory</td></tr><tr><td>3.</td><td>FYEJ</td><td>Physics</td><td>25/4/ 2013</td><td>9.30 am</td><td>Physics Laboratory</td></tr><tr><td>4.</td><td>FYCO</td><td>Chemistry</td><td>26/4/ 2013</td><td>8.30 am</td><td>Chemistry Laboratory</td></tr><tr><td>5.</td><td>FYME</td><td>Chemistry</td><td>27/4/ 2013</td><td>9.30 am</td><td>Chemistry Laboratory</td></tr><tr><td>6.</td><td>FYEJ</td><td>Chemistry</td><td>28/4/ 2013</td><td>8.30 am</td><td>Chemistry Laboratory</td></tr></tbody></table> <p>All students are hereby informed to appear for the exam as per the schedule.</p> <p>Prof. R. M. Jadhav Principal</p> <p><i>(Instruction: Data may or may not be provided in tabular form. Details can vary.)</i></p>	Sr. No	Class	Subject	Date	Time	Place	1.	FYCO	Physics	23/4/ 2013	9.30 am	Physics Laboratory	2.	FYME	Physics	24/4/ 2013	8.30 am	Physics Laboratory	3.	FYEJ	Physics	25/4/ 2013	9.30 am	Physics Laboratory	4.	FYCO	Chemistry	26/4/ 2013	8.30 am	Chemistry Laboratory	5.	FYME	Chemistry	27/4/ 2013	9.30 am	Chemistry Laboratory	6.	FYEJ	Chemistry	28/4/ 2013	8.30 am	Chemistry Laboratory	08  08  (3 marks for format)    (5 marks for matter)	08
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3.	(b)	<p><b>Draft a memo for the first year diploma students who have not attended the workshop on Personality Development.</b></p> <p><b>Ans:</b> <b>SHIVAJI POLYTECHNIC</b> <b>1242, M.G. Road, Pune-411001</b></p> <p>13 April, 2013</p> <p><b>MEMORANDUM</b></p> <p>From: The Principal</p> <p>To: The first year diploma students</p> <p><b>Subject:</b> Not attended the workshop on Personality Development</p> <p>It has been observed that the first year diploma students have not attended the workshop on Personality Development organized for them on 12 April, 2013 at 9.00 am in the Seminar Hall. It should be noted that such workshops are arranged for the benefit of student fraternity. So we expect an overwhelming response from you. You are hereby warned not to bunk such workshops hereafter. If this trend continues, a stern action will be taken against you.</p> <p>Sd/-</p> <p>Prof. U. N. Jadhav Principal <i>(Instruction: Details can vary.)</i></p>	08  (4 marks for format)  (4 marks for matter)	
	(B) (a)	<p><b>Attempt any TWO of the following :</b></p> <p><b>Explain the four zones of Proxemics defined by Dr. Albert Mehrabian.</b></p> <p><b>Ans:</b> Dr. Albert Mehrabian, the leading proxemist, has defined four different zones maintained by us. Each zone is a circular area in which we let others enter or stay depending upon the kind of relationship we want/have with them.</p>		<b>08</b>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.		<p>1. <b>Intimate zone: (from 15cms to 45cms):</b> Only special people like parents, children, spouse, close friends and relatives can enter this zone. On other occasions other people may briefly enter this zone for a pat on the back or a hand shake.</p> <p>2. <b>Personal zone: (from 45cms to 120cms):</b> This is the distance kept from others during friendly interactions, social gatherings or parties.</p> <p>3. <b>Social zone: (from 1.2m to 3.5m):</b> This is the distance kept from strangers or persons with little acquaintance. In this zone most of the business transactions also take place. While appearing for an interview this zone could be followed.</p> <p>4. <b>Public zone: (beyond 3.5m):</b> This is a comfortable distance maintained while interacting or addressing to large group of people. It could be for the lectures or a public speech.</p>	01 01 01 01	
	(b)	<p><b>How do dress and appearance help in non-verbal communication?</b> <b>Ans:</b> The dress and appearance help a lot in non-verbal communication. The physical appearance of a person conveys the attitudes, likings, life style and social status of a person. A person who does not maintain himself/herself well is not likely to win the appreciation of the audience. If the choices go wrong, one cannot expect the right results. For example if we wear a crumpled dress for an interview, we will surely lose the job. Our choices of clothes, hairstyle, the jewelry we wear, can talk a great deal about our belief, attitude, values and status. It is also important to adapt our appearance according to the occasion like dressing for formal, semi formal and informal situations.</p>	04	
	(c)	<p><b>Identify the non-verbal codes in the following situations:</b></p> <p>i) You raise your hand in class when you know the answer to a question-<b>Kinesics</b></p> <p>ii) You admire the painting in the conference hall – <b>Artefacts</b></p> <p>iii) You do not submit your assignment on time – <b>Chronemics</b></p> <p>iv) You shake hands to congratulate your friend on his winning a prize - <b>Haptics</b></p>	01 01 01 01	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.	(A)	<p><b>Attempt the following :</b></p> <p><b>Write a letter of application to Crompton Greaves Private India Ltd., Mumbai for the post of Junior Engineer. Attach your Resume.</b></p> <p><b>Ans:</b></p> <p>Jadhav Atharv Balaso 45, Jangali Maharaj Road Shivajinagar, Pune-411001 13 April, 2013</p> <p>To The General Manager Crompton Greaves Private India Ltd. L.B.S. Road, Mulund Mumbai-15</p> <p><b>Subject</b> : Application for the post of 'Junior Engineer'</p> <p><b>Reference</b> : Your advertisement in daily 'Times of India' dated 12 April 2013</p> <p>Dear Sir/Madam,</p> <p>With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Junior Engineer' in your reputed company. I have passed SSC and HSC from Maharashtra Board with 1<sup>st</sup> grade. I have completed B.E. in Electrical Engineering.</p> <p>I am looking for a chance to enhance my career prospects. Given an opportunity, I assure you to work honestly. I am enclosing my resume for your kind reference.</p> <p>Thanking you and waiting for your favourable reply.</p> <p>Yours faithfully,</p> <p>Jadhav Atharv Balaso</p>	<p>08</p> <p>(2 marks for format)</p> <p>(02 marks for matter)</p>	<b>08</b>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																				
4.		<p style="text-align: center;"><b><u>Resume</u></b></p> <p>Jadhav Atharv Balaso 45, Jangali Maharaj Road Shivajinagar, Pune-411001 Mob.***** Email ID:*****</p> <p><b>Personal Details:</b></p> <p>Date of Birth : 12/06/1989 Health : Good Hobbies : Playing cricket, singing songs. Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p><b>Educational Qualification:</b></p> <table border="1"><thead><tr><th>Sr. No.</th><th>Examination</th><th>Year of Passing</th><th>Board /University</th><th>Marks in %</th></tr></thead><tbody><tr><td>1</td><td>B.E.(Electrical)</td><td>2012</td><td>Pune</td><td>70.55</td></tr><tr><td>2</td><td>H.S.C.</td><td>2007</td><td>Maharashtra</td><td>72.55</td></tr><tr><td>3</td><td>S.S.C.</td><td>2005</td><td>Maharashtra</td><td>71.00</td></tr></tbody></table> <p><b>Extra-curricular activities:</b></p> <ol style="list-style-type: none"><li>1. Member of Sports Club, Shivaji College of Engineering</li><li>2. Won first prize in Paper Presentation</li><li>3. Participated in sports competition at inter departmental level</li></ol> <p><b>Training:</b></p> <p>July 2012 to December 2013: Trainee Engineer in Bajaj Electrical Ltd., Link Road, Pune-411002</p> <p><b>References:</b> 1. Mr. R.K. Sharma Bajaj Electrical Ltd., Link Road, Pune-411002 Contact: Mob.*****, Email ID:*****</p> <p>2. Mrs. R. R. Jadhav Principal, Shivaji College of Engineering, Pune Contact: Mob.*****, Email ID:*****</p> <p><i>(Instruction: Format &amp; details of resume can vary. Students may write an application letter in an indented format.)</i></p>	Sr. No.	Examination	Year of Passing	Board /University	Marks in %	1	B.E.(Electrical)	2012	Pune	70.55	2	H.S.C.	2007	Maharashtra	72.55	3	S.S.C.	2005	Maharashtra	71.00	(4 marks for resume)	
Sr. No.	Examination	Year of Passing	Board /University	Marks in %																				
1	B.E.(Electrical)	2012	Pune	70.55																				
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4.		<p><b>Causes of the Accident:</b></p> <ol style="list-style-type: none"><li>1. The overt reason of the accident was the lack of attention on the part of Rohan.</li><li>2. He was performing practical without wearing the workshop overalls.</li></ol> <p><b>Suggestions to avoid such accidents in future:</b></p> <ol style="list-style-type: none"><li>1) Students must wear the workshop overalls while performing workshop practical.</li><li>2) Training in safety measures should be given to the students.</li><li>3) Instruction charts should be displayed in the workshop.</li><li>4) All the activities must be carried out in the presence of supervisor only.</li></ol> <p>The above preventive measures should be implemented at the earliest to avoid any accident in the future.</p> <p>This is for your information and necessary action.</p> <p>Thanking you</p> <p>Yours faithfully/ Submitted by,</p> <p>Workshop Incharge</p> <p><i>(Instruction: Students may write the reports in Semi Block format.)</i></p> <p>(b) <b>Eight computers in the VLC Lab are not working properly. As the Lab-in-Charge draft an investigation report to be submitted to the H.O.D.</b></p> <p><b>Ans:</b></p> <p>From:</p> <p>The Lab-in-Charge</p> <p>B. N. Patil Polytechnic</p> <p>Plot No.-52, Shivajinagar</p> <p>Pune-411 001</p> <p>13 April 2013</p>	08	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>To The H.O.D. Department of Information Technology B. N. Patil Polytechnic Pune-411 001</p> <p><b>Subject:</b> Investigation report about eight computers in the VLC Lab which are not working properly</p> <p><b>Reference:</b> Our telephonic conversion regarding eight computers in the VLC Lab on 12 April, 2013</p> <p>Respected Sir, Thank you for giving me a responsibility to investigate the eight computers in the VLC Lab which are not working properly. I have checked all the eight computers in the VLC Lab on 12 April 2013.</p> <p><b>The following are the Findings:</b></p> <ul style="list-style-type: none"><li>• Hard discs of computer no. 2 and 8 are damaged</li><li>• Monitor of computer no. 5 is not working properly</li><li>• There is a problem with keyboards of computer no. 1, 3, 4 and 6</li><li>• CPU of computer no. 7 is defective</li></ul> <p><b>Suggestions:</b></p> <ul style="list-style-type: none"><li>• Hard discs of computer no. 2 and 8 are to be replaced</li><li>• Monitor of computer no. 5 should be repaired</li><li>• Keyboards of computer no. 1, 3,4 and 6 should be replaced</li><li>• CPU of computer no. 7 should be repaired</li><li>• We should give call to the vendor of the computes for these services</li></ul> <p>Please let me know your decision about the repairs. I will be glad to answer your queries.</p> <p>This is for your information and necessary action.</p> <p>Thanking you</p> <p>Yours faithfully/ Submitted by,  The Lab-in-Charge</p>	<p>(02 marks for format)</p> <p>(06 marks for matter)</p>	

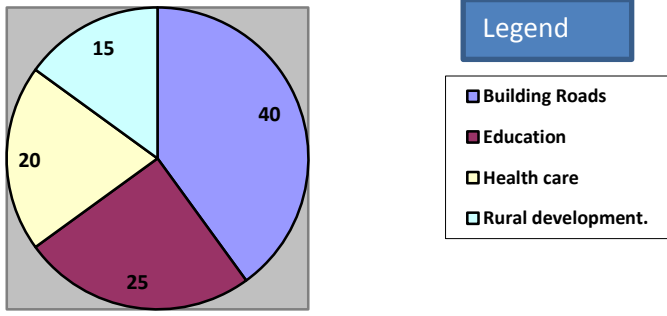


Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	(a)	<p><b>Attempt any FOUR of the following :</b></p> <p><b>You have to give a presentation in your class next week. Mention the non-verbal codes and graphical codes you are likely to use. Explain use of gestures and postures as non-verbal communication modes in your presentation.</b></p> <p><b>Ans:</b> I am likely to use kinesics, vocalics, gesture, posture, chronemics, proxemics, proper dress and appearance for giving an effective presentation. I will use pictures, bar graph, and pie chart in my presentation.</p> <p>I will use gestures in accordance with verbal messages. It will help me to illustrate some important information of my presentation. For example, I will use hand gestures to support what I say; thumbs up sign to show appreciation or agreement; head movements to reveal understanding, approval and agreement.</p> <p>I will use proper posture i.e. not drooping my shoulders, lifting my feet clearly off the floor while walking, avoiding dragging them, not sitting on the edge of the chair, avoiding crossing the legs while sitting or standing before my audience. In this way, I can show that I am confident. It will also attract the audience by maintaining good sitting and standing postures keeping my shoulders upright and back straight.</p> <p><i>(Instruction: Information can vary.)</i></p>	04	16
	(b)	<p><b>Explain the role of artefacts in non-verbal communication.</b></p> <p><b>Ans:</b> Artefacts refer to objects of surroundings, the infrastructure and allied amenities in an organization/ in the room. For example, state-of-art infrastructure provides an enriching ambience and energizes the employees to work for longer hours and contribute effectively for the development of the organization. The objects in offices or houses often convey the signals about the occupant's information. The type of books or magazines that are read by the people also gives an idea about their tastes, likes and dislikes.</p> <p>A pleasant environment helps in communication. It includes elements like colour, ventilation, lighting and temperature. Layout of the surroundings and space arrangements convey status and sense of aesthetics. It creates an impact on the communication situation.</p>	04	

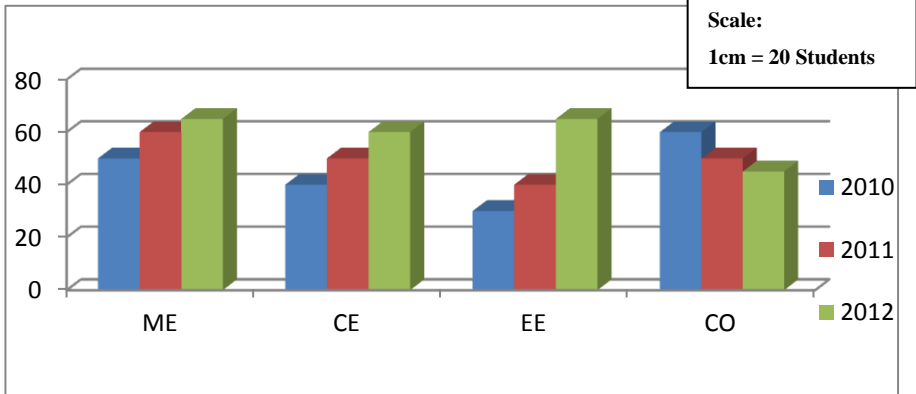
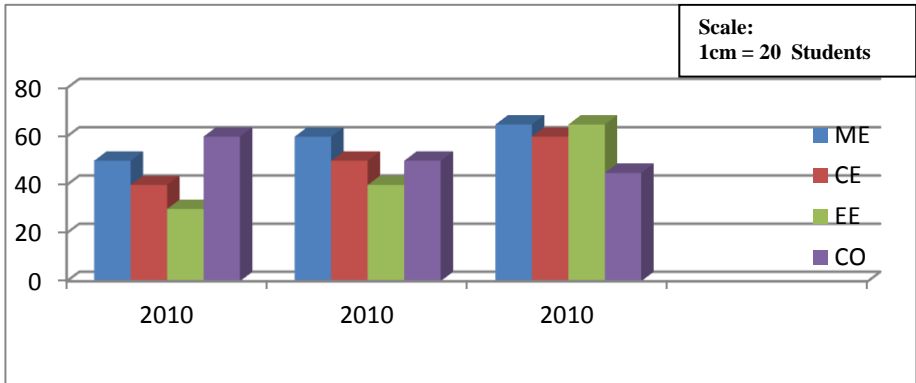




Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	(c)	<p><b>What are the effects of good listening?</b></p> <p><b>Ans:</b> It is necessary to develop good listening skills. Following are the effects of good listening:</p> <ul style="list-style-type: none"> <li>• It helps in better learning, more understanding and comprehension leading to the desired feedback.</li> <li>• It improves the performance and broadens the vistas of opportunities.</li> <li>• It prevents errors, losses, delays etc due to miscommunication.</li> <li>• Effective listening skills help in better decision making and problem solving.</li> <li>• It helps in meaningful interaction with colleagues at work place.</li> <li>• Good listening skills increase the chances of success and progress in both personal and professional life.</li> </ul>	04	
	(d)	<p><b>Give two examples of physical barrier to listening.</b></p> <p><b>Ans:</b> 1. Teacher was explaining communication cycle. However because of low audibility level of the teacher, the students did not get the message sent by the sender.</p> <p>2. Raj and Shyam are discussing important aspects of body language before the examination. But extraneous noise/sounds of the surrounding create barriers in the communication.</p> <p><i>(Instruction: Examples can vary.)</i></p>	04	
	(e)	<p><b>Depict any informal communication situation through a diagram of communication cycle.</b></p> <p>Ans: Raj and Shyam, two friends, planned to go for a picnic while sitting in a restaurant. Raj proposed to go to Mahabaleshwar and Shyam agreed.</p> <p style="text-align: center;"><b>Communication process</b></p> <pre> graph LR     S[Raj SENDER] --&gt; M[Asking to go to Mahabaleshwar MESSAGE]     M --&gt; C[Oral/Air Vibration CHANNEL]     C --&gt; R[Shyam RECEIVER]     R --&gt; F[Agreed to Go FEEDBACK]     F --&gt; S     </pre> <p><b>(Instruction: Examples can vary; Correct examples in the form of communication cycle should be given full marks.)</b></p>	04	

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																									
<b>6.</b>	(A) a)	<p><b>Attempt any ONE of the following:</b></p> <p><b>The government received an aid from the World Bank for welfare of people. The Government spent 40% of the amount on building roads, 25% on education, 20% on health care and 15% for rural development. Draw a Pie Chart representing the data.</b></p> <p><b>Ans:</b></p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Sr. No.</th> <th>Amount spent on</th> <th>%</th> <th>Calculation</th> <th>Angle/degree</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Building roads</td> <td>40</td> <td><b>40 X 360 / 100</b></td> <td>144<sup>0</sup></td> </tr> <tr> <td>2.</td> <td>Education</td> <td>25</td> <td><b>25 X 360 / 100</b></td> <td>90<sup>0</sup></td> </tr> <tr> <td>3.</td> <td>Health care</td> <td>20</td> <td><b>20 X 360 / 100</b></td> <td>72<sup>0</sup></td> </tr> <tr> <td>4.</td> <td>Rural development</td> <td>15</td> <td><b>15 X 360 / 100</b></td> <td>54<sup>0</sup></td> </tr> </tbody> </table> <div style="text-align: center; margin-top: 20px;">  <p style="text-align: center;"><b><u>Pie Chart showing expenditure for welfare of people</u></b></p> </div>	Sr. No.	Amount spent on	%	Calculation	Angle/degree	1.	Building roads	40	<b>40 X 360 / 100</b>	144 <sup>0</sup>	2.	Education	25	<b>25 X 360 / 100</b>	90 <sup>0</sup>	3.	Health care	20	<b>20 X 360 / 100</b>	72 <sup>0</sup>	4.	Rural development	15	<b>15 X 360 / 100</b>	54 <sup>0</sup>	08	<b>08</b>
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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
6.		 <p style="text-align: center;"><b>OR</b></p>  <p style="text-align: center;"><b><u>Bar Graph showing the enrollment of students in different branches in an Engineering College</u></b></p>	<p>(1 mark for scale &amp; title)</p> <p>(1 mark for legend)</p> <p>(6 marks for presentation)</p>	
(B)		<p><b>Attempt the following :</b></p> <p><b>Write a letter to the Registrar, University of Pune, inquiring about the short term English Language Course and requesting a copy of their prospectus.</b></p> <p><b>Ans:</b></p> <p>From:</p> <p>Raj Bhosale</p> <p>Plot No.-52, Shivaji Road</p> <p>Shivajinagar</p> <p>Pune-411 001</p> <p>13 April 2013</p>	<p>08</p> <p>(04 marks for format)</p>	<b>08</b>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
6.		<p>To The Registrar Pune University Ganeshkhind Rd., Shivajinagar Pune-411 001</p> <p><b>Subject:</b> Inquiry about the short term English Language Course</p> <p>Respected Sir,</p> <p>I am Mr. Raj Bhosale residing in Shivajinagar. I have completed B.A. (English) from Arts and Commerce College, Pune. I would like to know about the short term English Language Course of Pune University for my further studies.</p> <p>I would like to know the admission procedure and criteria for the aforesaid course. It would be very obliging on your part to convey me the details regarding duration, fee structure and curriculum of the course. A copy of your prospectus will be of a great help to me.</p> <p>Waiting for your early reply.</p> <p>Thanking you</p> <p>Yours faithfully,</p> <p>Raj Bhosale</p>	(04 marks for matter)	