



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>6. Coherence of the message: 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. Courteous language: Language in all types of communication should always be courteous. The goodwill generated by courtesy helps in building long term relations.</p> <p>8. Selection of proper channel: 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. Knowledge about the receiver: 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. Taking care of probable barriers: 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. Giving feedback: 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. <i>(Instructions: Any 4 correct principles of effective communication can be assessed.)</i></p>		
	c)	<p>Define mechanical barrier of communication. Ans: 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.</p>	02	
	d)	<p>Explain the causes of language barrier. Ans: Language barrier is basically caused when people have no common language to communicate with each other. Language barrier are also caused due to use of vague words, technical jargon, cultural barriers, pronunciations, allusions etc.</p>	02	
	e)	<p>Technical jargon can become barriers of communication- explain. Ans: Use of technical words/jargons in everyday language acts as a barrier to communication as these words are not always understood by the receiver. Example: A patient, who is very curious and anxious to know about his increasing forgetfulness, rushes to the doctor asking the doctor as to what is he suffering from. To which the doctor tells him that, "nothing much, you have symptoms of Alzheimer's". The patient returns serious and half dead by the mere sound of the disease without even realizing what 'Alzheimer' means. <i>(Note: Examples may or may not be written. Examples may vary.)</i></p>	02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	f)	<p>Mention any three solutions of physical barrier.</p> <p>Ans: Solutions to physical barrier:</p> <ol style="list-style-type: none">1) The sender should stop communicating till the noise in the external environment is eliminated.2) The sources of noise in the external environment should be controlled to its maximum by the sender and the receiver before the communication begins.3) Use of the modern technology in communication viz: telephone, e-mail, sms, chat etc. should be used to bridge the physical distance between the sender and the receiver.4) Appropriate physical distance should be maintained by the sender and the receiver before beginning the communication.5) For a person who is not able to speak, hear or see, certain measures must be taken to provide alternative communication options and methods and ensure that communication is possible. <p><i>(Instructions: Students are expected to write only three solutions.)</i></p>	02	
	g)	<p>Differentiate between encoding and decoding.</p> <p>Ans: Encoding is a process of converting ideas or thoughts in the form of a message understandable to the receiver by the sender. Whereas decoding is converting of the message and interpreting the same by the receiver.</p> <p>Encoding helps the sender to put his disorganized ideas and thoughts in structured format. It helps the sender to give the correct message which is understandable to receiver and it results in effective communication. On the other hand decoding helps the receiver to give proper feedback to the sender which is necessary for effective communication.</p>	02	
	h)	<p>What are the causes of language barriers?</p> <p>Ans: Language barrier is basically caused when people have no common language to communicate with each other. Language barrier are also caused due to use of vague words, technical jargon, cultural barriers, pronunciations, allusions etc.</p>	02	
	i)	<p>How does 'status' act as a barrier?</p> <p>Ans: 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	
	j)	<p>Write advantages and disadvantages of written communication.</p> <p>Ans: Advantages of written communication:</p> <ol style="list-style-type: none">1. It is a permanent record and it has legal value.2. Lengthy message can be transmitted more easily as there is no chance of missing main points.	01	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>3. The message can be communicated effectively to many people. E.g. Pamphlets, newspaper, circular, notice.</p> <p>4. It gives sufficient time to the receiver to send a proper feedback.</p> <p>5. The sender gets much time to think or reflect his idea on paper.</p> <p>6. It is precise and accurate because it is prepared more carefully.</p> <p>7. It is accessible as per one's time and convenience.</p> <p>8. Chances of distortion of message are less.</p> <p>Disadvantages of written communication are as follows:</p> <p>1. It is of no use for illiterate people.</p> <p>2. It is time consuming.</p> <p>3. Writer does not get quick feedback from the reader. Writer has no chance for quick clarification in the message.</p> <p>4. In few cases, it becomes more costly than oral communication.</p> <p>5. It contains barriers in transmission.</p> <p>6. Writer cannot support message with the help of body language.</p> <p>7. Confidential messages may be leaked.</p> <p>8. Various shades of meaning cannot be conveyed.</p> <p>9. Flexibility in communication is not possible.</p> <p>10. The sender and the receiver are not face to face.</p> <p>11. Chances of misinterpretation of message are more due to illegible writing or typing errors.</p> <p><i>(Instruction: Any two correct advantages and any two disadvantages of written communication should be given marks. 1/2 mark for each point.)</i></p>	01	
	k)	<p>Define body language.</p> <p>Ans: Communication that takes place with facial expressions, eye contact, gesture, movements of hands, fingers and legs which send an unspoken message to the receiver is called as body language. Body language is like a mirror to our personality. It expresses emotions through different parts of the body and their physical movements.</p>	02	
	l)	<p>What are advantages and disadvantages of informal communication?</p> <p>Ans: Advantages of informal communication:</p> <p>1. Informal communication is very quick as it spreads rapidly. It is an effective means of conveying messages quickly.</p> <p>2. It usually provides a more correct feedback.</p> <p>3. Informal communication is acceptable to every person as everybody enjoys it.</p> <p>4. Informal communication acts as an outlet to frustrations and disappointments.</p> <p>5. It is not time, topic and language bound.</p> <p>Disadvantages of Informal Communication:</p> <p>1. It may spread false and incorrect news/rumors.</p> <p>2. It may spoil the reputation of a person.</p> <p>3. It may distort the news.</p>	01	



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1.		<p>4. It can never be relied upon. 5. Informal communication leads to waste of time. <i>(Instruction: Any two correct advantages and any two disadvantages of informal communication should be given marks.1/2 mark for each point.)</i></p>														
2.	a)	<p>Attempt any FOUR of the following: Match the column 'A' with column 'B'</p> <table><thead><tr><th>A</th><th>B</th></tr></thead><tbody><tr><td>1) Waving of hand</td><td>response to music</td></tr><tr><td>2) Showing fist</td><td>good-bye</td></tr><tr><td>3) Upraised hands</td><td>calm down</td></tr><tr><td>4) Tapping of feet</td><td>friendship</td></tr><tr><td>5) shaking of hands</td><td>threat</td></tr></tbody></table> <p>Ans: 1) Waving of hand- good-bye 2) Showing fist- threat 3) Upraised hands - calm down 4) Tapping of feet - response to music 5) shaking of hands – friendship <i>(Instruction: Any 4 correct pairs should be given full marks.)</i></p>	A	B	1) Waving of hand	response to music	2) Showing fist	good-bye	3) Upraised hands	calm down	4) Tapping of feet	friendship	5) shaking of hands	threat	<p>01 01 01 01 01</p>	16
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	b)	<p>Explain the term Chronemics. Ans: Chronemics is related to our use of time. It is the ethics of proper use of time to be observed for non verbal communication. The way an individual perceives and values time is a powerful communication tool. Time perceptions include punctuality, willingness to wait and interactions. It deals with the effective use of the time. Utilization of our time in our personal and professional life reflects the influence of our culture on us. One can misuse time like not completing the project in time, not studying regularly and delaying the submission of assignments. If we do not wish to do something, we delay our action till it is unavoidable. Similarly, when we wish to convey our dislike or annoyance with a person, we make him wait for a long time before meeting him. We find it difficult to meet a friend who has borrowed a book or some money from us. On the other hand, we may rush out of the bathroom to greet a long lost friend or a relative.</p>	04													
	c)	<p>What do you understand by the term 'Artifacts'? Ans: Artifacts 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 kept in the house or office or that are read by the people also gives an idea about their tastes, likes and dislikes.</p>	04													



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		<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>		
	d)	<p>How does personal feeling, opinion, closed Mindness affect the communication? Ans: Personal feeling: Feeling is a subjective process. It is associated with past memories, thoughts, values, needs, drives, attitudes and other things going on in the brain that are totally unique. The result is a highly individualized way of looking at things. Such feelings many a times act as barriers to communication. Opinion: Many a times we pre-judge people even before knowing them and form an opinion about them. We start behaving with them according to this opinion about them which acts as barrier to communication. For example, a student hates or fears a subject, this is because the teacher has been very strict with him and has punished him several times. Now, the student's negative opinion about his/her teacher has created a negative opinion towards the subject taught by him/her which affects the communication and hence learning process is hampered. Closed Mindness: It indicates having fixed opinions and beliefs about people, places and events. These fixed opinions are mental blocks which hinder the free flow of communication. For example, a person who has very high opinion about himself or herself is not very open to ideas and information coming from others. <i>(Note: Students may or may not write examples.)</i></p>	04	
	e)	<p>What are the aspects of body language? Ans: Body language is like a mirror to our personality. Every small gesture, facial expressions, movements of hands, fingers and legs send an unspoken message to the receiver. The different aspects of body language are as follows: 1) Facial expressions: Just as eyes are regarded as the windows to the souls, the face is considered an index of our mind. The face is called as 'the organ of emotions' because it expresses a large range of emotions like happiness, surprise, fear, anger, sadness and more. For example, smile communicates cooperation and friendliness, agreement and appreciation whereas blank face indicates a neutral, expressionless, unresponsive face. 2) Eye contact: Eyes are the windows to the soul. Maintaining an eye contact with the speaker and listener is the most important part of non verbal communication. Looking into a person's eye is the best way to understand his/her attitude. For example, avoiding eye contact indicates the signs of fear, doubt, confusion, shyness, nervousness etc. On the other hand making eye contact shows confidence.</p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		<p>3) Vocalics/paralanguage: Vocalics refers to voice modulation. Vocalics deals with expressions of emotions and feelings with the help of different tones of our voice. The voice of a person also reveals important traits of personality. Though we cannot change our voice, there are different tones of voice which can be worked on to create the impact on our listener while we deliver a speech, participate in a debate or make a presentation. Voice is a very powerful tool for communication. It can convey feelings of delight, excitement, grief, boredom and much more. For example, a good officer has a commanding voice, singers usually have a sweet and soft voice, a nervous person has a shaky voice, a person scared of something has a shrieking voice.</p> <p>4) Gesture: Just as a picture can silently speak a thousand words; a gesture can communicate all that the speaker feels, consciously or subconsciously. Gestures are often used in conjunction with verbal messages. They are simultaneously with the words. They use to illustrate or come before them. For example, waving of hand indicates hello or goodbye, making a fist indicates anger etc.</p> <p>5) Posture: posture refers to the way we stand, sit and carry ourselves. It tells how bold, confident, submissive or timid a person is. A person who stands, sits and walks upright commands respect and attention. Therefore, a professional has to cultivate and maintain elegance in his/her own sitting, standing and walking posture.</p> <p>6) Dress and appearance: The physical appearance of a person conveys the attitudes, likings, life style and social status of a person. Appearance is a blend of clothes, hair and presentation style. 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 you wear a crumpled dress for an interview, you will lose the job.</p> <p>7) Haptics: Haptics is communication by touch. It conveys emotions like affection, concern, friendliness, anger, displeasure, hate, violence, happiness and encouragement. Handshakes are common and easily accepted in professional situations. Other forms of haptics are hugging, patting on shoulders, holding hands of your friends to express concern or care, exchange or blows to express anger. Examples of Haptics: Putting hand on friend's shoulder shows friendliness, concern or encouragement, Hugging shows love, affection and care etc.</p> <p><i>(Instruction: Any 4 aspects of body language should be assessed. Examples may vary.)</i></p>		



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3.		<p>The following events are arranged for the students:</p> <table border="1"><thead><tr><th>Sr No</th><th>Date & Time</th><th>Events</th></tr></thead><tbody><tr><td>1</td><td>26th December 2014 – 9.00 to 02.00 pm</td><td>Solo Dance</td></tr><tr><td>2</td><td>26th December 2014 - 2.30 to 05.00 pm</td><td>Singing</td></tr><tr><td>3</td><td>27th December 2014 – 9.00 to 02.00 pm</td><td>Group Dance</td></tr><tr><td>4</td><td>27th December 2014 - 2.30 to 05.00 pm</td><td>Fashion Show</td></tr></tbody></table> <p style="text-align: right;">Sd/- Prof. R. M. Jadhav Principal</p> <p><i>(Note: Details can vary.)</i></p>	Sr No	Date & Time	Events	1	26 th December 2014 – 9.00 to 02.00 pm	Solo Dance	2	26 th December 2014 - 2.30 to 05.00 pm	Singing	3	27 th December 2014 – 9.00 to 02.00 pm	Group Dance	4	27 th December 2014 - 2.30 to 05.00 pm	Fashion Show	(04 Marks for Matter)	
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	b)	<p>As a workshop supervisor draft a memo for an employee who is irregular and not punctual at workplace.</p> <p>Ans:</p> <p style="text-align: center;">R.J. ELECTRONICS LIMITED Raj Marg, New Delhi-110 089.</p> <p>-----</p> <p>Ref: REL/2014/memo/15 Date: 14/11/2014</p> <p style="text-align: center;">MEMORANDUM</p> <p>From: The Work Manager</p> <p>To: Mr. U. B. Sharma (Workshop)</p> <p>Subject: Regarding irregularity and punctuality.</p> <p>It was observed that you are irregular at work and don't report on time in the workshop. It is found that you report on duty 10 to 15 minutes late everyday. It affects the performance of the company. You are strictly warned to report on time. If this continues in the future, stern action will be taken against you.</p> <p>Sd/- Mr. R. D. Divate Workshop Supervisor</p>	08 (04 Marks for Format)																



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks	
3.	B)	Attempt any TWO of the following:	04	08	
	a)	Explain the term ‘proxemics’ and how does it affect the communication? Ans: The word ‘Proxemics’ is derived from “Proximity” which means nearness. Proxemics is the ethics pertaining to the distance maintained between sender and the receiver. It is the study of man’s transaction as he perceives and uses intimate, personal, social and public space in various settings. It affects communication in different ways. For example, in formal situations, it becomes important to understand and respect the territories of other professionals and see to it that they never feel intruded. If you stand too close to someone while speaking to them in formal situations, they could resist your presence. Just as standing too close to others may make them uncomfortable, in the same way standing or sitting too far away may communicate lack of warmth and confidence. If we are close to a person in thoughts; we keep very little distance from them. For example, distance is less between two friends while communicating with each other. The distance between the speaker and the listener depends mainly on the environment and culture in which communication between them takes place.			04
	b)	What is the importance of eye contact in presentation and speech? Ans: Importance of Eye Contact in presentation and speech is as follows: 1. Eye contact must be made in presentation and speech because it shows that you are confident. 2. Eye contact also attracts person’s attention. Thus we can make sure that the listener is attentive while delivering speech or presentation. 3. Looking into a person’s eye is the best way to understand his/her attitude to all that you speak. 4. If you avoid eye contact, it indicates the signs of fear, doubt, confusion, shyness, nervousness etc. <i>(Instruction: Any 4 correct points should be assessed. Students may write answer in paragraph form.)</i>			04
c)	Explain the term vocalics and paralanguage. Ans: Vocalics refers to voice modulation. “para” means like. Paralanguage deals with expressions of emotions and feelings with the help of different tones of our voice. The voice of a person also reveals important traits of personality. Though we cannot change our voice, there are different tones of voice which can be worked on to create the impact on our listener while we deliver a speech, participate in a debate or make a presentation. Voice is a very powerful tool for communication. It can convey feelings of delight, excitement, grief, boredom and much more.	04			



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3.		<p>Following examples indicate meaning of different tones of voice: A good officer has a commanding voice, singers usually have a sweet and soft voice, a nervous person has a shaky voice, a person scared of something has a shrieking voice. A person who is very gentle has a sweet voice, a person who is confident has a commanding voice, an anxious person usually has a brittle voice and an important person has a snappy voice. We often use voice to express our ideas or emotions. We speak in a soft voice to express our sympathy, a gentle voice to express our respect and a loud voice to express anger. Therefore, the style and tone of our voice changes as per the emotions we are going through. (Note: Examples may vary.)</p>		
4.	A)	<p>Attempt the following: Write a letter of application along with your resume to Century Reyon, Murbad Road, Shahad-421103 Dis- Thane for the post of Sr. engineer (Electronics).</p> <p>Ans: Prasanna Ankush Raut 26, Jangali Maharaj Road Shivajinagar, Pune-411001 14 November, 2014</p> <p>To The General Manager Century Reyon, Murbad Road, Dist- Thane, Shahad-421103</p> <p>Subject : Application for the post of 'Sr. Engineer' Reference : Your advertisement in daily 'Times of India' dated 13 November, 2014</p> <p>Dear Sir/Madam, With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Sr. Engineer' in your reputed company. I have passed SSC and HSC from Maharashtra Board with 1st grade. I have completed B.E. in Electronics Engineering. I have 2 years experience as a 'Jr. Engineer'. 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. Thanking you and waiting for your favorable reply.</p> <p>Yours faithfully, Prasanna Ankush Raut</p>	<p>08</p> <p>02 Marks for Format</p> <p>02 Marks for Matter</p>	08



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																				
4.		<p style="text-align: center;"><u>Resume</u></p> <p>Prasanna Ankush Raut 26, Jangali Maharaj Road Shivajinagar, Pune-411001 Mob.***** Email ID:*****</p> <p>Personal Details: Date of Birth : 12/06/1990 Hobbies : Playing cricket, singing songs. Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p>Educational Qualification:</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. (Electronics)</td><td>2012</td><td>Pune</td><td>75.54</td></tr><tr><td>2</td><td>H.S.C.</td><td>2008</td><td>Maharashtra</td><td>73.30</td></tr><tr><td>3</td><td>S.S.C.</td><td>2006</td><td>Maharashtra</td><td>78.00</td></tr></tbody></table> <p>Experience: July 2012 to Till date: Junior Engineer in R. K. Electronics Pvt. Ltd., Link Road, Pune-411002</p> <p>Extra-curricular activities:</p> <ol style="list-style-type: none">1. Member of Sports Club, College of Engineering, Pune2. Won first prize in Paper Presentation3. Participated in sports competition at inter departmental level <p>References: 1. Mr. J. D. Gurav Manager, R. K. Electronics Pvt. Ltd., Pune-02 Contact: Mob.*****, Email ID:***** 2. Mrs.L. S. Patil Principal, College of Engineering, Pune Contact: Mob.*****, Email ID:*****</p> <p><i>(Instructions: Format & 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. (Electronics)	2012	Pune	75.54	2	H.S.C.	2008	Maharashtra	73.30	3	S.S.C.	2006	Maharashtra	78.00	(04 Marks for Resume)	
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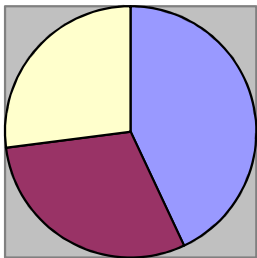


Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>If we follow the above suggestions we can improve the level of production of cosmetic products in our company.</p> <p>This is for your information and necessary action. Thanking You,</p> <p>Yours sincerely,</p> <p>The Production Manager</p>		
	b)	<p>There has been a fire on the workshop. As a workshop supervisor you have been appointed by board panel to investigate the matter. Submit your report as an investigation officer.</p> <p>Ans: From: Investigation Officer/ Workshop Supervisor B. N. Patil Polytechnic Plot No.-52, Shivajinagar Pune-411 001 13 November, 2014</p> <p>To The Principal/Board Panel B. N. Patil Polytechnic Pune-411 001</p> <p>Subject: Investigation report about fire in the workshop</p> <p>Respected Sir, At the outset, I thank you for giving me the responsibility to investigate fire accident that took place on 12 November 2014 in the workshop of our polytechnic. 5 students are injured in this accident. The following are the Findings:</p> <ol style="list-style-type: none">1. Fire broke out due to short circuit in the workshop.2. As workshop is situated on the ground floor, the numbers of rats are increased.3. Rat nibbled the wire which results into cutting of the outer layer of the wire.4. When our peon switched on the machine, damaged wire caught fire due to short circuit. <p>Suggestions:</p> <ol style="list-style-type: none">1. Action should be taken to prevent wires from rat.2. High quality wire should be used in the polytechnic.3. Fire extinguishers should be kept in the workshop.4. Fire alarm system should be installed. <p>This is for your information and necessary action. Thanking you Yours faithfully/ Submitted by, Investigation Officer/ Workshop Supervisor</p>	08 03 Marks for Form- at) 05 Marks for Matter)	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	a)	<p>Attempt any FOUR of the following:</p> <p>Explain the term gesture and posture.</p> <p>Ans: Gesture: Gesture refers to the movements of hands. Just as a picture can silently speak a thousand words; a gesture can communicate all that the speaker feels, consciously or subconsciously. Gestures are often used in conjunction with verbal messages. They are simultaneously with the words they use to illustrate or come before them. For example, waving of hand indicates hello or goodbye, making a fist indicates anger etc.</p> <p>Posture: Posture refers to the way we stand, sit and carry ourselves. It tells how bold, confident, submissive or timid a person is. A person who stands, sits and walks upright commands respect and attention. Therefore, a professional has to cultivate and maintain elegance in his/her own sitting, standing and walking posture.</p>	02	16
	b)	<p>Explain the types of listening.</p> <p>Ans: The types of listening are as follow:</p> <p>1) Passive listening: In passive listening, the listener is just physically present and there are no conscious efforts on his part to participate in the communication process. This type of listening takes place when some or many barriers act on the listener. He is not able to concentrate on the message due to some problems in the communication process. The listener is inert or indifference as he is preoccupied with something else. The message is not absorbed and the passive listener will not be in a position to remember and recall the message in future. This may lead to misunderstanding, errors or delay in meeting the organizational target. E.g. The student who daydreams, don't pay attention to the lecture.</p> <p>2) Selective listening: In this type, listening is done partially or selectively according to one's interest. People tend to listen to only that part/matter which they want to listen to. Selective listening takes place when the receiver is not able to concentrate or loss his focus. If the receiver considers himself to be better informed than the communicator, then selective listening is likely to take place. E.g. The employees are happy and clap when the boss declares bonus for Diwali but they tend to overlook the strict rules that he talks about implementing.</p> <p>3) Active listening: Active listening is the key to effective communication. It is the most desirable type of listening. The listener makes efforts to decode the message and fully participate in the communication process. The barriers to listening are at minimum level and therefore effective listening takes place. The receiver of the message shows regard for the speaker, concentrates on what is said, reacts positively to the verbal and nonverbal clues of the speaker by showing empathy. In this way he makes it easy for the speaker to deliver his message successfully. He can remember and recall the message whenever required. E.g. The audience listens the song with paying attention to rhythm and words.</p> <p><i>(Note: Students may or may not write examples.)</i></p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																																	
6.	A)	Attempt any ONE of the following:	08	08																																	
	a)	The information about the readership of the three magazines in a city is given below <table border="1"><thead><tr><th>Sr. No.</th><th>%</th><th>Magazine name</th></tr></thead><tbody><tr><td>1</td><td>43%</td><td>India Today</td></tr><tr><td>2</td><td>30%</td><td>Frontline</td></tr><tr><td>3</td><td>27%</td><td>Sports Star</td></tr></tbody></table> Prepare a Pie-chart for the data given above. Ans: <table border="1"><thead><tr><th>Sr. No.</th><th>%</th><th>Magazine</th><th>Calculation</th><th>Angle</th></tr></thead><tbody><tr><td>1</td><td>43%</td><td>India Today</td><td>$43 \times 360 / 100$</td><td>154.80</td></tr><tr><td>2</td><td>30%</td><td>Frontline</td><td>$30 \times 360 / 100$</td><td>108.00</td></tr><tr><td>3</td><td>27%</td><td>Sports Star</td><td>$27 \times 360 / 100$</td><td>97.20</td></tr></tbody></table> <p style="text-align: center;"><u>Legend:</u></p> <div style="display: flex; align-items: center; justify-content: center;"><div style="margin-left: 20px;"><table border="1"><tbody><tr><td>■ India Today</td></tr><tr><td>■ Frontline</td></tr><tr><td>■ Sports star</td></tr></tbody></table></div></div> <p style="text-align: center;">Pie Chart Showing Readership of Three magazines in a city</p>			Sr. No.	%	Magazine name	1	43%	India Today	2	30%	Frontline	3	27%	Sports Star	Sr. No.	%	Magazine	Calculation	Angle	1	43%	India Today	$43 \times 360 / 100$	154.80	2	30%	Frontline	$30 \times 360 / 100$	108.00	3	27%	Sports Star	$27 \times 360 / 100$	97.20	■ India Today
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b)		Present the following data in a bar-graph. Growth of branches of a bank <table border="1"><thead><tr><th>Sr. No.</th><th>No. of branches</th><th>Year</th></tr></thead><tbody><tr><td>1</td><td>100</td><td>2000</td></tr><tr><td>2</td><td>200</td><td>2002</td></tr><tr><td>3</td><td>300</td><td>2004</td></tr><tr><td>4</td><td>400</td><td>2006</td></tr></tbody></table>	Sr. No.	No. of branches	Year	1	100	2000	2	200	2002	3	300	2004	4	400	2006	08																			
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