



SUMMER – 2014 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) The language errors such as grammatical, spelling errors should not be given more importance. (Not applicable for subject English and Communication Skills.)
- 4) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by the candidate and those in the model answer may vary. The examiner may give credit for any equivalent figure drawn.
- 5) Credits may be given step wise for numerical problems. In some cases, the assumed constant values may vary and there may be some difference in the candidate's answers and the model answer.
- 6) In case of some questions credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 7) For programming language papers, credit may be given to any other program based on equivalent concept.

Model Answer

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	a)	Answer <u>ANY TEN</u> of the following questions in 25-30 words each: Define communication. Ans: Communication is the process by which information is transmitted between individuals and/or organizations so that an understandable response results. OR Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons. <i>(Instruction: Any other correct definition of communication can be given full marks.)</i>	02	20
	b)	Why communication is a two way process? Ans: Communication is a two way process which involves the roles of sender and receiver. It is the process of sending and receiving information. Sender sends the message to the receiver and receiver gives feedback to the sender. Communication process is incomplete until the message is understood and feedback is given by the receiver.	02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	c)	Define language barrier in communication. Ans: Language barrier is basically the difficulty faced when people have no common language to communicate with each other. Language barrier also occurs due to use of vague words, technical jargon, cultural barriers, pronunciations, allusions etc.	02	
	d)	State two advantages of formal communication. Ans: Advantages of Formal communication are as follows: 1. Higher authority can understand the feelings of their workers because of formal communication. 2. It helps to achieve desired result more efficiently. 4. With formal communication, employer can motivate his employees. 4. Formal communication can create good relations between authority & subordinate. <i>(Instruction: Any two correct advantages can be given full marks.)</i>	02	
	e)	Give two examples of status barriers to communication. Ans: Examples of status barrier to communication: 1. An employee does not discuss his problems with or speak the truth to his senior because he feels that his superior may not have faith in his abilities due to his status and he might lose his job. 2. Manager does not communicate with the worker for fear of losing status. <i>(Instruction: Examples may vary.)</i>	02	
	f)	How will you overcome psychological barrier? Ans: We can overcome psychological barrier 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> <p>g) Define verbal communication. Ans: Any form of communication where words are used to convey a message is known as Verbal communication.</p> <p>h) Why feedback is necessary in communication? Ans: Feedback is necessary in communication because:</p> <ol style="list-style-type: none">1. Through feedback the sender comes to know whether the receiver has received and understood the message properly.2. The communication process remains incomplete without feedback.3. Feedback enables the sender to modify his message according to receiver's understanding ability. <p><i>(Instruction: Any two appropriate points can be given full marks.)</i></p> <p>i) Give two examples of body language. Ans: Examples of body language:</p> <ol style="list-style-type: none">1. Nodding head to approve or disapprove.2. Waving hands to draw attention or bid goodbye.3. Showing the thumbs up sign for 'all the best' or 'best of luck'.4. Pointing the index finger as a mark of allegation/arrogance.5. Raising the hand to draw attention or showing approval.6. Shrugging shoulders indicates indifferent attitude.7. Scratching the head indicates you are facing a problem. <p><i>(Instruction: Any two correct examples can be given full marks.)</i></p> <p>j) Mention two examples of effective communication. Ans: 1. Teacher teaches in the class room and asks the questions on the topic; the students answer the questions correctly. 2. Passenger asks the fare of bus to the bus conductor and the bus conductor gives the information to him.</p> <p><i>(Note: Examples may vary.)</i></p>	02 02 02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	k)	<p>Write two disadvantages of written communication?</p> <p>Ans: Disadvantages of written communication are as follows:</p> <ol style="list-style-type: none">1. It is of no use for illiterate people.2. It is time consuming.3. Writer does not get quick feedback from the reader.4. Writer has no chance for quick clarification in the message.5. In few cases, it becomes more costly than oral communication.6. It contains barriers in transmission.7. Writer cannot support message with the help of body language.8. Confidential messages may be leaked.9. Various shades of meaning cannot be conveyed.10. Flexibility in communication is not possible.11. The sender and the receiver are not face to face.12. Chances of misinterpretation of message are more due to illegible writing or typing errors. <p><i>(Instruction: Any two correct disadvantages can be given full marks.)</i></p>	02	
	l)	<p>Why is it important to analyse the receiver?</p> <p>Ans: It is essential that the sender is aware of who the receiver is. Knowing the receiver's age, experience, interest, knowledge, efficiency, intelligence, grasping power, and retention power plays a key role in communication. This knowledge helps the sender in selecting the right words and proper channel which leads to effective communication.</p>	02	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks												
2.	a)	<p>Attempt <u>ANY FOUR</u> of the following:</p> <p>Compare oral and written communication.</p> <p>Ans:</p> <table border="1"><thead><tr><th>Oral Communication</th><th>Written Communication</th></tr></thead><tbody><tr><td>1. It cannot serve as a legal document as records are hardly kept.</td><td>1. It serves as a legal document as there is always a written proof.</td></tr><tr><td>2. It saves time.</td><td>2. It is time consuming.</td></tr><tr><td>3. It is more economical.</td><td>3. It is comparatively expensive.</td></tr><tr><td>4. Meaning can be explained in depth.</td><td>4. Meaning cannot be explained due to limitation of writing.</td></tr><tr><td>5. We get immediate feedback in oral communication.</td><td>5. It takes time to get feedback in written communication.</td></tr></tbody></table> <p><i>(Instruction: Student may write in form of paragraph. Differences may vary. Any four correct differences can be given full marks.)</i></p>	Oral Communication	Written Communication	1. It cannot serve as a legal document as records are hardly kept.	1. It serves as a legal document as there is always a written proof.	2. It saves time.	2. It is time consuming.	3. It is more economical.	3. It is comparatively expensive.	4. Meaning can be explained in depth.	4. Meaning cannot be explained due to limitation of writing.	5. We get immediate feedback in oral communication.	5. It takes time to get feedback in written communication.	04	16
Oral Communication	Written Communication															
1. It cannot serve as a legal document as records are hardly kept.	1. It serves as a legal document as there is always a written proof.															
2. It saves time.	2. It is time consuming.															
3. It is more economical.	3. It is comparatively expensive.															
4. Meaning can be explained in depth.	4. Meaning cannot be explained due to limitation of writing.															
5. We get immediate feedback in oral communication.	5. It takes time to get feedback in written communication.															
	b)	<p>Why it is important to select a proper channel for communication? Explain with suitable example.</p> <p>Ans: It is important for the sender to select a proper medium or channel of communication so that the message will be carried to the receiver quickly and smoothly. Wrong selection of channel will not carry the correct and proper message to the receiver. It may lead to the failure of communication.</p> <p>For example - To wish someone “Happy Birthday”, mobile phone is a proper medium rather than e-mail or letter for it carries the message on proper time.</p> <p><i>(Instruction: Example may vary.)</i></p>	04													
	c)	<p>What are semantic barriers? Explain each with a suitable example.</p> <p>Ans: Semantic barrier is a difficulty in communication caused when meanings of the words used are not clear to the receiver.</p> <p>There are following semantic barriers:</p> <p>1. Synonyms: A synonym means words or a phrase that means exactly the same. For example, a synonym for ‘missive’ is ‘letter’.</p>	04													



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		<p>However if someone uses the word 'missive' for 'letter', it may create barrier in communication.</p> <p>2. Homonyms: Homonyms refer to words that sound same but have different meaning. For example the words 'night' and 'knight' have same pronunciation but meanings are different. If someone writes the word 'night' in place of 'knight', it can create a barrier in communication.</p> <p>3. Allusions: allusions are nick names, pet names or names given out of sheer coincidence of nature, mannerism or profession. It may create confusion. For example, the Australians are called Kangaroos.</p> <p>4. Words expressing Emotions: Words that express emotions may create barrier in communication. For example, the word 'grief' means sad, melancholy or unhappy. The intensity of meaning can be different for different receivers.</p> <p>d) State any two mechanical barriers and how to overcome it.</p> <p>Ans: Mechanical barriers are technical sources of interference in the communication process. A mechanical barrier is caused due to problem in machinery or instruments used to transmit the message; such as defects in the devices like the telephone, the loud speaker and the internet connection used for communication. Satellite disturbances, hardware problems in networking may break down and may not convey the message properly.</p> <p>Ways to overcome mechanical barriers to communication</p> <ol style="list-style-type: none">1) The postponement of transmission or communicating by an alternative method is the only way to overcome the barrier.2) The sender has to take proper precautions to see that communication devices such as telephones, fax-machines, cell phones, computers, radios, loudspeaker, microphones, TV sets, mobile phones, etc. are in proper order and do not create disturbances while in use. <p><i>(Note: Any two appropriate examples/reasons can be considered for answer of '<u>State any two mechanical barriers</u>'. Also '<u>Ways to Overcome</u>' can be given in accordance with the examples or in general.)</i></p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.	e)	<p>Explain any two principles of effective communication.</p> <p>Ans: 1. Clarity in encoding the message: Encoding of the message should be clear. For this, the sender should be aware of the purpose of communication. Clarity means it should not create any confusion or question in the mind of the receiver. There should not be any ambiguity.</p> <p>2. Clarity in stating the purpose: 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>3. Correctness of the message: 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>4. Conciseness of the message: 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>5. Completeness of the message: The message should be complete i.e. it should answer all the possible questions of the receiver Insufficient knowledge confuses the receiver as it leaves him in doubt and distrust.</p> <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</p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		<p>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: Students are expected to write only two principles.)</i></p> <p>f) What do you mean by status barrier? Explain with example. Ans: The barrier that is caused due to organizational hierarchy is called as Status barrier. It is mostly seen in business communication. For example: An employee does not share his knowledge with the supervisor because he feels that his supervisor may not have faith in his abilities due to his status. Here 'status of an employee' creates barrier in communication.</p>	04	
3.	A) a)	<p>Attempt <u>ANY ONE</u> of the following:</p> <p>Write a memo for the 1st year civil engineering students for not wearing aprons during the chemistry practicals.</p> <p>Ans:</p> <p style="text-align: center;">NEW MAHARASHTRA POLYTECHNIC 1242, M.G. Road, Pune-411001</p> <hr/> <p style="text-align: right;">28 April, 2014</p> <p>From: The Principal</p>	08 (4 marks for Format)	08



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.		<p>To: The FYCE students</p> <p>Subject: Not wearing aprons during chemistry practicals</p> <p>It has been observed that the first year civil engineering students do not wear aprons during the chemistry practical. It should be noted that wearing aprons during the chemistry practicals is obligatory for the students' safety. You are hereby warned not to enter the lab without aprons otherwise stern action will be taken against you.</p> <p>Sd/- Prof. R. N. Jadhav Principal (<i>Note: Details can vary</i>)</p>	(4 marks for Matter)	
	b)	<p>Draft a notice as a librarian of your college to inform all the students about the change in the working hours of the library.</p> <p>Ans: PUNE POLYTECHNIC 1242, M.G. Road, Pune-411001</p> <hr/> <p style="text-align: right;">28 January, 2014</p> <p style="text-align: center;"><u>NOTICE</u></p> <p>All the students of Pune Polytechnic are hereby informed that the working hours of the library are changed. The new timings will be 9.00 am to 5.00 pm. (Monday to Saturday) with effect from 01 February, 2014. All students are informed to take a note of it.</p> <p style="text-align: right;">Prof. R. M. Jadhav Principal</p> <p>(<i>Note: Details can vary</i>)</p>	08 (4 marks for Format) (4 marks for Matter)	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.	B) a)	<p>Attempt <u>ANY TWO</u> of the following:</p> <p>a) Explain haptics with two examples.</p> <p>Ans: 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 haptics in professional situations. Other forms of haptics are hugging, patting on shoulders, holding hands of your friends to express concern or care, exchange of blows to express anger etc.</p> <p>Examples of haptics:</p> <ol style="list-style-type: none">1. The child hugs his mother after winning first prize in dance competition2. You shake hands to congratulate your friend on his winning a prize <p><i>(Note: Examples may vary)</i></p>	04	08
	b)	<p>Explain the importance of eye contact in communication with examples.</p> <p>Ans: Importance of Eye Contact in the communication process is as follows:</p> <ol style="list-style-type: none">1. Eye contact shows that you are confident. For example, in an interview, the interviewee maintains eye contact which shows that he is confident.2. Eye contact also attracts person's attention. Thus we can make sure that the listener is attentive. For example, in a classroom, the teacher maintains eye contact with the students to make sure that students are attentive.3. Looking into a person's eye is the best way to understand his/her attitude to all that you speak. For example, while communicating, the manager maintains eye contact with the worker to understand worker's attitude.4. If you avoid eye contact, it indicates the signs of fear, doubt, confusion, shyness, nervousness etc. For example, in an interview, if the interviewee does not maintain eye contact, it shows that he is nervous. <p><i>(Instruction: Students may write answer in paragraph form.)</i></p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<i>(Instruction: Students may write the reports in Semi Block format. Information/Details can vary.)</i>		
	b)	<p>b) As a general secretary of students association, write a report to the principal on the quality of food and service in the college canteen.</p> <p>Ans:</p> <p>From The General Secretary Vedant Polytechnic Plot No.-52, Shivajinagar Pune-411 001 28 April 2014</p> <p>To The Principal Vedant Polytechnic Plot No.-52, Shivajinagar Pune-411 001</p> <p>Subject: Report on food and service provided by the canteen.</p> <p>Respected Sir, With reference to the above subject, the students union conducted surprise visits to the college canteen to investigate the quality of food and service offered by the canteen. Visits to the canteen were made on 24 April 2014 and 27 April 2014. The storage facilities for cereals and other ingredients were physically checked and the quality of cooking utensils was inspected.</p> <p>Findings of the Report:</p> <p>1.It was noticed that the cooking area was small and cramped , often resulting in using part of the storage area for preparation</p>	<p>08</p> <p>(02 marks for format)</p> <p>(02)</p> <p>(02)</p>	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
		<p>of food.</p> <ol style="list-style-type: none">The exhaust / ventilation system in the canteen seemed inadequate.Due to shortage of space for cooking, proper levels of hygiene were not being maintained.Interviews with the chief cook revealed that the kitchen was understaffed and the conditions were not conducive to maintain the desired levels of hygiene and cleanliness.It was also noticed that the utensils were not being properly cleaned and even sometimes the food is served in dirty utensils.Sometimes there is delay in serving food due to shortage of food. <p>Suggestions:</p> <p>Considering the results of the above investigation, the undernoted suggestions are being made to the college authorities.</p> <ol style="list-style-type: none">In the adjoining area between the kitchen and the cafeteria next to the kitchen door, a small storage room may be constructed. This will take care of the space problem for the cooking area in the kitchen.During annual college vacations, the kitchen and the store room should be vacated totally, and a pest control be done.Two nos. additional heavy duty exhaust fans are to be installed inside the kitchen.A full time sweeper-cum-cleaner should be employed for maintaining cleanliness in the cafeteria.An annual budget for the canteen is to be made in consultation with the canteen supervisor, and adequate funds are to be released regularly. <p>Quarterly checks are to be carried out by a joint committee formed with representatives from the College Administration and the students union, and a detailed report is to be submitted to the Principal.</p>	(02)	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>The above suggestions are being made in the interest of the students, the college administration and the canteen staff. Therefore these suggestions should be implemented at the earliest.</p> <p>Thanking you</p> <p>Yours faithfully/ Submitted by, The General Secretary</p>		
5.	a)	<p>Attempt <u>ANY FOUR</u> of the following:</p> <p>Explain the role of proxemics in non-verbal communication.</p> <p>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.</p> <p>Proxemics is communication through space or distance. 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.</p> <p>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.</p> <p>The distance between the speaker and the listener depends mainly on the environment and culture in which communication between them takes place. Therefore to understand such cultural variation and requirements and adjust the distance between us and our listeners is very important.</p>	04	16



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	b)	<p>What is the difference between listening and hearing?</p> <p>Ans: Listening is the process of hearing with attention and concentration. It involves understanding and comprehension of the sounds and the words of the speaker by the listener. For example, students listen to the lecture attentively.</p> <p>Hearing is the process of just taking notes of the words spoken by the speaker without any attention or understanding the matter. For example, we hear the sound of aeroplane while talking with a friend.</p> <p>Hearing is a physical act while listening is intellectual involving both body and brain.</p>	04	
	c)	<p>What are the different techniques of effective listening?</p> <p>Ans: The different techniques of effective listening are as follows:</p> <ol style="list-style-type: none">1. Have a receptive mind2. Minimize the distracting factor3. Listen with interest, enthusiasm and maturity4. Empathize with the speaker5. Control your emotions and listen patiently6. Do not argue or criticize unnecessarily7. Put the speaker at ease by your positive body language <p><i>(Note: Students are expected to write 4 techniques.)</i></p>	04	
	d)	<p>What are the different elements of communication cycle?</p> <p>Ans: The communication cycle comprises of the following elements:</p> <ol style="list-style-type: none">1. Sender: A sender is a person who intends to convey/ transfer ideas, thoughts, information, feeling etc. to another person or persons.2. Message: It is the intended outcome that the sender desires to communicate to the receiver.3. Channel: The channel is a carrier of the message via which a message is delivered to the receiver.	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	e)	<p>4. Receiver: The person, who receives, interprets the message and sends feedback to the sender is the receiver.</p> <p>5. Feedback: It is the response given by the receiver to the sender. It is the final link in the communication cycle. Feedback completes the communication cycle.</p> <p>e) State four commonly used popular gestures.</p> <p>Ans: Following are some of commonly used popular gestures:</p> <ol style="list-style-type: none">1. Waving of hand indicates hello or goodbye2. Making a fist indicates anger3. The standard crossed arms gesture with the fists tightly clenched signifies a hostile or an offensive attitude4. Locking hands behind one's back indicates arrogance5. Thumbs up sign shows appreciation or agreement6. Nodding of head from right to left means saying "no" and moving it up and down reveals understanding, approval and agreement7. Using hands to support head indicates boredom8. In conversation, hand behind head may be read as a sigh of uncertainty, conflict, disagreement, anger or disliking. It usually reflects negative thoughts, feelings and mood.	04	
6.	A) a)	<p>Attempt <u>ANY ONE</u> of the following.</p> <p>a) An opinion poll was taken to find out how long the united front Government would last.</p> <p>The following was the response :</p> <p>Full term 17%</p> <p>2 to 3 years 16%</p> <p>One more year 09%</p> <p>Less than a year 10%</p> <p>Less than 6 months 11%</p> <p>Less than 3 months 06%</p> <p>Don't know 31%</p> <p>Draw a Pie chart for representing the data.</p>	08	08



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																								
6.	b)	<p>Given below is the data of incidence of fires in textile factories in Mumbai during the year 2007, 2008 and 2009. Draw a bar graph to represent this information.</p> <table border="1"> <thead> <tr> <th>Causes</th> <th>2007</th> <th>2008</th> <th>2009</th> </tr> </thead> <tbody> <tr> <td>Short Circuiting</td> <td>84</td> <td>61</td> <td>52</td> </tr> <tr> <td>Smoking</td> <td>50</td> <td>45</td> <td>62</td> </tr> <tr> <td>Debris/Scrap burning</td> <td>22</td> <td>31</td> <td>18</td> </tr> <tr> <td>Unknown</td> <td>5</td> <td>9</td> <td>6</td> </tr> <tr> <td>Total</td> <td>161</td> <td>146</td> <td>138</td> </tr> </tbody> </table> <p>Ans:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px;"> <p>Scale: 1cm= 20 Incidents</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Legends</p> <ul style="list-style-type: none"> ■ Short Circuiting ■ Smoking ■ Debris/Scrap burning ■ Unknown ■ Total </div> </div> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px;"> <p>Scale: 1cm= 20 Incidents</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Legends</p> <ul style="list-style-type: none"> ■ 2007 ■ 2008 ■ 2009 </div> </div> <p style="text-align: center;">OR</p> <p><i>(Note: Even if students don't draw bars for 'Total Incidents', full marks can be given.)</i></p>	Causes	2007	2008	2009	Short Circuiting	84	61	52	Smoking	50	45	62	Debris/Scrap burning	22	31	18	Unknown	5	9	6	Total	161	146	138	08	
Causes	2007	2008	2009																									
Short Circuiting	84	61	52																									
Smoking	50	45	62																									
Debris/Scrap burning	22	31	18																									
Unknown	5	9	6																									
Total	161	146	138																									

(2 marks for Legend, scale and Title)

(6 marks for Presentation)

