MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION

Subject Code: 17201

(Autonomous) (ISO/IEC - 27001 - 2005 Certified)

Page No: 1/18

WINTER – 2014 EXAMINATION MODEL ANSWER

Subject: Communication Skills 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 any TEN of the following questions in 25-30 words: Define effective communication. Ans: Effective communication means producing desired or intended result. If the receiver understands what is being conveyed to him by the sender, it is Effective communication. If communication is effective, we get the desired feedback from the receiver.	02	20
	b)	Explain any four principles of effective communication. Ans: Principles of Effective Communication: 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. 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. 3. Correctness of the message: The message should be correct. It should not have any incorrect information or misguiding details. Then only, the communication will be effective. Incorrect messages are seldom effective. 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. 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.	(½ mark for each Principle)	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 2/18

Que.	Sub.	Model Answers	Marks	Total
No. 1.	Que.	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. 7. Courteous language: Language in all types of communication should always be courteous. The goodwill generated by courtesy helps in building long term relations. 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. 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. 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. 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. (Instructions: Any 4 correct principles of effective communication can be assessed.)		Marks
	c)	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.	02	
	d)	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.	02	
	e)	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. (Note: Examples may or may not be written. Examples may vary.)	02	



Subject & Subject Code: Communication Skills (17201) Model Answer **Page No: 3/18**

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	f)	 Mention any three solutions of physical barrier. Ans: Solutions to physical barrier: The sender should stop communicating till the noise in the external environment is eliminated. The sources of noise in the external environment should be controlled to its maximum by the sender and the receiver before the communication begins. 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. Appropriate physical distance should be maintained by the sender and the receiver before beginning the communication. 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. (Instructions: Students are expected to write only three solutions.)	02	
	g)	Differentiate between encoding and decoding. 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. 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.	02	
	h)	What are the causes of language barriers? 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.	02	
	i)	How does 'status' act as a barrier? 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. (Instruction: Examples may vary.)	02	
	j)	 Write advantages and disadvantages of written communication. Ans: Advantages of written communication: 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	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 4/18

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



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 5/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Mark s
1.		4. It can never be relied upon. 5. Informal communication leads to waste of time. (Instruction: Any two correct advantages and any two disadvantages of informal communication should be given marks.1/2 mark for each point.)		-
2.	a)	Attempt any FOUR of the following: Match the column 'A' with column 'B' 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		16
		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 (Instruction: Any 4 correct pairs should be given full marks.)	01 01 01 01 01	
	b)	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.	04	
	c)	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.	04	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 6 /18

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.		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.		
	d)	How does personal feeling, opinion, closed Mindness affect the communication?	04	
		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.		
		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.		
	e)	(Note: Students may or may not write examples.) What are the aspects of body language?	04	
	,	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.		
		indicates the signs of fear, doubt, confusion, shyness, nervousness etc. On the other hand making eye contact shows confidence.		



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 7/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.	Que.	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. 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. 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. 6) Dress and appearance: The physical appearance of a person conveys the attitudes, likings, life style and social status of 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. 7) Haptics: Haptics is communication by touch. It conveys emotions like affection, concern, friendliness, anger, displeasure, hate, violence, happiness and encouragement. Handshakes are common an		IVIAIKS



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 8/18

Que.	Sub.	Model Angruans	Montra	Total
No.	Que.	Model Answers	Marks	Marks
2.	f)	 What is the importance of face to face communication and facial expression? Ans: Importance of face to face communication: In face to face communication, we get immediate feedback. Both sender and receiver are present in this communication. In face to face communication sender may use various supports of non-verbal codes while speaking like gestures, postures, facial expression for making more effective communication. It is more powerful mean of persuading and controlling, solving problems. It saves time as it is direct communication. Sender or speaker gets chance to repair his message by observing facial expression of listener or receiver. It saves money unlike written communication. So it is economical. We can also explain message in details if necessary It is interactive and more flexible. Importance of facial expression: Facial expression helps us to convey several emotions simultaneously. It expresses a large range of emotions like happiness, surprise, fear, anger, sadness and more. Eyes reveal happiness, surprise or sadness, truth or lies, anger or sorrow. The mouth and lips reveal happiness or surprise. Smile communicates cooperation and friendliness, agreement and appreciation. Blank face indicates a neutral, expressionless, unresponsive face. (Instruction: Any two importance of face to face communication and two importance facial expressions should be given marks.) 	02	IVIAIRS
3.	A) a)	Attempt any ONE of the following: As a principal draft a notice about college festival for the academic year 2013-2014. Ans: Arts, Commerce & Science College 1242 Phase II, Shrinagar, Nanded-415002 Date: 14/11/2014 NOTICE All the students are hereby informed that college festival for the academic year 2013-2014 is scheduled on 26 th and 27 th December, 2014. Interested students can contact Prof. S. K. Sharma for participation. Give your entries on or before 22/12/2014.	08 (04 Marks for Format	08



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 9/18

Que.	Sub. Que.	Sub. Que. Model Answers						
3.		The following events are arranged for the st	udents:	(04 Marks				
		Sr No Date & Time	Events	for Matter)				
		1 26 th December 2014 – 9.00 to 02.00 pm 2 26 th December 2014 - 2.30 to 05.00 pm 3 27 th December 2014 – 9.00 to 02.00 pm 4 27 th December 2014 - 2.30 to 05.00 pm	Singing Group Dance					
		P	Sd/- Prof. R. M. Jadhav ncipal					
	b)	As a workshop supervisor draft a memo for a irregular and not punctual at workplace. Ans: R.J. ELECTRONICS LIMITED Pai More New Polls 110 080		08				
		Raj Marg, New Delhi-110 089. Ref: REL/2014/memo/15 MEMORANDUM From: The Work Manager	Date: 14/11/2014	(04 Marks for Forma t)				
		To: Mr. U. B. Sharma (Workshop) Subject: Regarding irregularity and punctuality. It was observed that you are irregular at work and in the workshop. It is found that you report on dulate everyday. It affects the performance of the cor You are strictly warned to report on time. If the future, stern action will be taken against you.	nty 10 to 15 minutes mpany.	Marks for				
		Sd/- Mr. R. D. Divate Workshop Supervisor						



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 10/18

Que.	Sub.	Madal American	Manlas	Total
No.	Que.	Model Answers	Marks	Marks
No. 3.	Que. B) a)	Attempt any TWO of the following: 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	Marks 08
	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. (Instruction: Any 4 correct points should be assessed. Students may write answer in paragraph form.) 	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	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 11/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Mark s
3.		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.)		5
4.	A)	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). Ans: Prasanna Ankush Raut 26, Jangali Maharaj Road Shivajinagar, Pune-411001 14 November, 2014	08	08
		To The General Manager Century Reyon, Murbad Road, Dist- Thane, Shahad-421103 Subject: Application for the post of 'Sr. Engineer' Reference: Your advertisement in daily 'Times of India' dated 13 November, 2014	02 Marks for Format	
		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 1 st 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.	02 Marks for Matter	
		Yours faithfully, Prasanna Ankush Raut		



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 12/18

Que. No.	Sub. Que.			Model A	answers		Marks	Total Marks
4.	- Que.	26, Jan Shivaj Mob.* Email Perso Date of Hobbi Nation Langu	es nality ages Known	oad 1001 : 12/06/1990 : Playing cric : Indian : Marathi, Hin	wme ket, singing songs. ndi and English		(04 Marks for Resu- me)	WILKS
		Sr. No.	ational Qualifica 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		
		July 2 Link F Extra 1. 2. 3.	-curricular action -curricular a	vities: orts Club, Co in Paper Pres sports compe D. Gurav er, R. K. Elect : Mob.****	tition at inter depa cronics Pvt. Ltd., P	ng, Pune rtmental level une-02		
	Contact: Mob.********, Email ID:****** 2. Mrs.L. S. Patil Principal, College of Engineering, Pune Contact: Mob.******, Email ID:**** (Instructions: Format & details of resume can vary. Students may write an application letter in an indented format.)							



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 13/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Mark s
4.	B) a)	Attempt any ONE of the following: Write a report on decrease in the production of cosmetic factory. Give suggestions. Ans: From: The Production Manager	08	08
		Sahar Cosmetic Factory Katraj, Pune-411046 14 July, 2014 To, The General Manager, Sahar Cosmetic Factory Hadapsar, Pune	(03 Marks for Form- at)	
		Respected Sir, I am Raj Suresh Katake, working as a Production Manager in your reputed factory. I regret to inform you that the production level of cosmetic goods has fallen by 30% in the first six months of the year 2014. Causes of the decline: 1. The supply of raw materials was not in adequate amount. 2. There were frequent power failure problems due to which work could not proceed at the desired speed. 3. The generators could not be operated every time. 4. The water supply was also not sufficient. There was always shortage of water. 5. The workers were on strike for 15 days and work had come to a standstill for those 15 days. 6. The morale of the workers is sinking day by day. Even when they are on duty, they adopt 'go slow' tactics. There is lots of wastage of time in this process. 7. The transport workers were on strike for two weeks. As we do not have independent transport facility, work was hampered. Suggestions to improve the production level: 1. We must keep stock of enough raw materials in our godowns	(05 Marks for Matter)	
		 we must keep stock of enough raw inaterials in our godowns so that raw material shortage does not affect us. We must have good quality generators/invertors to make up for the power supply problem. Immediate dialogue should be started with the workers to solve their problems. We must increase the number of private vehicles in our organization so that we are not dependent on the state transport. 		



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 14/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Mark s
4.		If we follow the above suggestions we can improve the level of production of cosmetic products in our company. This is for your information and necessary action. Thanking You,		5
		Yours sincerely,		
		The Production Manager		
	b)	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. Ans: From: Investigation Officer/ Workshop Supervisor B. N. Patil Polytechnic Plot No52, Shivajinagar Pune-411 001	08 03 Marks	
		13 November, 2014 To The Principal/Board Panel B. N. Patil Polytechnic Pune-411 001	for Form- at)	
		Subject: Investigation report about fire in the workshop		
		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: 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.	(05 Marks for Matter)	
		 Suggestions: Action should be taken to prevent wires from rat. High quality wire should be used in the polytechnic. Fire extinguishers should be kept in the workshop. Fire alarm system should be installed. 		
		This is for your information and necessary action. Thanking you		
		Yours faithfully/ Submitted by,		
		Investigation Officer/ Workshop Supervisor		



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 15/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	a)	Attempt any FOUR of the following: Explain the term gesture and posture. 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. 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.	02	16
	b)	Explain the types of listening. Ans: The types of listening are as follow: 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. 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. 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 atten	04	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 16/18

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	c)	How does sender's personal appearance impact upon his/her communication? Ans: The personal appearance impacts a lot upon 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.	04	
	d)	State the non verbal codes for the following: 1) Forward leaning 2) Pat on shoulders 3) Nodding of head 4) personal distance Ans: 1) Forward leaning - kinesics 2) Pat on shoulders - haptics 3) Nodding of head - kinesics 4) personal distance - proxemics	01 01 01 01	
	e)	 Write advantages and disadvantages of graphic communication. Ans: Advantages of Graphic communication: 1. Graphic communication shows each nominal or ordinal category in a frequency distribution. 2. It displays relative numbers or proportions of multiple categories. 3. It summarizes a large data set in a visual form. Charts, maps, graphics, symbols etc. are precise. 4. It estimates key values at a glance. Therefore it is effective. 5. It is easily understood due to widespread use in business in the media. 6. It is easy to understand through visual display. 7. It has an impact on the audience. 8. There is no language barrier. 9. It is short and sweet. 	02	
		 Disadvantage of Graphic communication: It cannot convey very lengthy messages. Sometimes it may require additional written or verbal explanation. It can be easily manipulated to give false impression. Graphic communication is not a two way process. Sometimes it fails to reveal key assumption, norms, causes or patterns. Graphs with too many segments look very messy and sometimes are difficult to understand. (Instruction: Any two advantages and any two disadvantages of graphic communication should be assessed. 01 mark for each point.) 	02	



Subject & Subject Code: Communication Skills (17201) **Model Answer** Page No: 17/18

Que. No.	Sub. Que.			Model A	Answers		Marks	Total Marks
6.	A) a)	The info		Ma Ind Fro	g: rship of the three gazine name lia Today ontline orts Star	e magazines in a		08
		Prepare a Pie-chart for the data given above. Ans:					08	
		Sr. No.	%	Magazine	Calculation	Angle	(02 Marks	
		1	43%	India Today	43 X 360 / 100	154.80	for Calcula tion)	
		2	30%	Frontline	30X 360 / 100	108.00	tion)	
		3	27%	Sports Star	27 X 360 / 100	97.20	(02	
-					roday ine star agazines in a city		Marks for Legend and Title) (04 Marks for presentation/ pie chart.)	-
	b)		of branches No. 100 200 300	of branches)	r-graph. Year 2000 2002 2004 2006		08	



Subject & Subject Code: Communication Skills (17201) Model Answer Page No: 18 /18

Que. No.	Sub. Que.	Model Answers	Marks	Total Mark s				
6.		Scale: on Y Axis 1Cm=50 Branches Legends No. of Branmches Bar graph showing Growth of Branches of a Bank	(02 Marks for Legend and Scale) (06 Marks for presen- tation.)	5				
	B) Write an inquiry letter as a purchase manager from Hindustan Steels to the supplier M/s Kumar and Sons about availability of raw material. Ans: HINDUSTAN STEELS LTD. Katraj, Raje Chowk, Pune-411 046							
		Ref: HSL/2014/Enquiry/575 Date: 14 November, 2014 To The Sales Manager, M/s Kumar and Sons Suppliers, Kondhwa, Saswad Road, Pune-411003 Subject: Enquiry for availability of raw material.	03 Marks for Form- at)					
		Respected Sir, We are one of the leading steel manufacturing companies having branches all over Maharashtra State. As a part of business expansion, we have requirement of raw material for manufacturing steel. Kindly inform us about the availability of raw material along with exfactory prices, delivery period and pay terms and conditions at the earliest. Looking forward to receiving your most competitive offer at an early date. On receiving quotation, we shall take an early decision. Thanking you	(05 Marks for Matter)					
		Yours faithfully, Sunil Bhosale The Purchase Manager						