



SUMMER-2017 EXAMINATION

Model Answer

Subject Code:

17201

Q. No.	Sub Q. N.	Answer	Marking Scheme								
1.	d)	<p>Differentiate between verbal and non-verbal communication. Ans:</p> <table border="1"><thead><tr><th>Verbal Communication</th><th>Non-verbal Communication</th></tr></thead><tbody><tr><td>1. Verbal communication takes place with the help of words.</td><td>1. Non-verbal Communication takes place without taking help of words.</td></tr><tr><td>2. It includes communication in oral and written form.</td><td>2. It is expressed with the help of body language and graphical language.</td></tr><tr><td>3. Information can be given in detail or elaborated to clarify the message.</td><td>3. Sometimes elaboration cannot be made in non-verbal communication. Giving lengthy message is not easy in non-verbal communication.</td></tr></tbody></table> <p>(Note: Differences can vary. Any two correct differences can be given full marks.)</p>	Verbal Communication	Non-verbal Communication	1. Verbal communication takes place with the help of words.	1. Non-verbal Communication takes place without taking help of words.	2. It includes communication in oral and written form.	2. It is expressed with the help of body language and graphical language.	3. Information can be given in detail or elaborated to clarify the message.	3. Sometimes elaboration cannot be made in non-verbal communication. Giving lengthy message is not easy in non-verbal communication.	01 01 01
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e)	<p>What is 'kinesics'? Ans: Kinesics is the study of the physical movements of the body. It is communication with the help of body language. Kinesics expresses emotions through different parts of the body and their physical movements. It deals with the posture, eye contact and facial expressions.</p>	02									
f)	<p>Explain any one principles of effective communication. Ans: The principles of effective communication are: 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 arise 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 misleading 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.</p>										



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1.		<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 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.</p> <p><i>(Instruction: Any principle of effective communication should be considered while assessing this question.)</i></p>	02
	g)	<p>Mention any four communication barriers. Ans: Communication barriers are as follows:</p> <ol style="list-style-type: none">1. Physical Barrier:<ol style="list-style-type: none">a) Environmental Barrierb) Physiological/Biological Barrier2. Mechanical Barrier3. Psychological Barrier4. Language Barrier	02
	h)	<p>What precautions should a sender take, while selecting a channel of communication? Ans: While selecting a channel of communication, sender should select channel according to the urgency of the message, the capacity of the receiver and availability of the resources to send the message. Proper channel ensures proper transmission. Quick and smooth transmission also maintains the intention or purpose of communication.</p>	02



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1.	i)	What is `Haptics'? Give one example. 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. Examples of haptics: The child hugs his mother after winning first prize in dance competition (<i>Note: Examples may vary</i>)	01 01
	j)	How can a language act as a barrier for communication? 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
	k)	State the importance of graphic communication. Ans: Importance of graphic communication is as follow: 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 . (Note: Any two correct advantages should be given marks.)	01 01 01 01 01 01 01 01
	l)	State the need of communication skills for an engineering professional. Ans: Needs of communication skills for an engineering professional are as follows:- 1.Communication is required for interaction among people working at different level like management and employees. 2.Communication is very important to sustain growth and maintain relationship within the organization. 3.It is also useful in creating and maintaining professional relationship with other organization 4.It is tool of supervision. 5.It is essential for motivation. 6.It is also useful for acquiring information. 7.It is helpful in planning & co-ordination. 8.It is useful for understanding problem. 9.It is also helpful in releasing tension 10. Communication is necessary to encourage ideas and suggestions. (Note: Any two correct points should be given marks.)	01 01 01 01 01 01 01



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2	a)	<p>Answer any <u>FOUR</u> of the following:</p> <p>Select the channel which will be the most suitable for sending the following information (Graph, Formal letter, Poster, Telephone, Memo)</p> <p>(i) To spread the message of water conservation among people.- Poster</p> <p>(ii) To complaint about the damaged books sent by distributor.- Formal letter</p> <p>(iii) To warn an employee for his frequent absence.- Memo</p> <p>(iv) To speak to your relatives in your native village.- Telephone</p>	<p>(16)</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>
	b)	<p>'Communication is a two way process'. Explain with diagram and example.</p> <p>Ans: Communication is 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 on the other hand receiver gives feedback to the sender.</p> <p>The process of communication depends on the role of sender and the role receiver. It can be explained as follows:-</p> <p>Sender's role:</p> <p>The person who sends the message is known as the sender. The sender has to perform the following functions:</p> <div style="text-align: center;"> <pre> graph LR S[SENDER] --> P[PLANNING] P --> E[ENCODING] E --> T[TRANSMITTING] </pre> </div> <p>ROLE OF SENDER</p> <p>Receiver's role:</p> <p>The person who receives the message and gives feedback is called as receiver. The receiver has to perform the following functions:</p> <div style="text-align: center;"> <pre> graph LR R[RECEIVER] --> RE[RECEIVING] RE --> D[DECODING] D --> GF[GIVING FEEDBACK] </pre> </div> <p>ROLE OF RECEIVER</p> <p>For example: The teacher asked the question to the student and he gave reply. (Note: example may vary.)</p>	<p>01</p> <p>01</p> <p>01</p>
	c)	<p>The managing director of a company was giving a speech to announce the promotions to all the employees of his company. He was giving the speech in an open courtyard on a micro phone and speakers. In the middle of his speech, the microphone got noisy and stopped working. He had to stop giving his speech as he was not audible to the employees seated at the rear chairs in the courtyard.</p> <p>Identify the type of barrier and give two measures to overcome this barrier.</p> <p>Ans: The type of barrier- Mechanical Barrier</p> <p>Measures to overcome this barrier:</p> <ol style="list-style-type: none"> 1. The managing director can change micro phone. 2. Micro phone can be repaired and then he can start his speech. <p>(Note: Points may vary.)</p>	<p>02</p> <p>02</p>



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2.	d)	<p>Mention any four psychological barriers and explain any two with example.</p> <p>Ans: There are many psychological barriers which cause hindrances in communication like:</p> <ol style="list-style-type: none">1. Day dreaming2. Prejudice3. Emotions4. Blocked Mind5. Generation Gap6. Status7. Perception <p>1. Day dreaming: In a communication situation, when the sender is delivering the message, the receiver sometimes loses concentration and becomes inattentive. This may be due to some other thought in the receiver's mind. When the receiver shifts his/her focus from the content of the message to other thoughts, it is called day dreaming. Here, day dreaming acts as a barrier in communication.</p> <p>Example: During a lecture, when the teacher stops teaching and asks questions to students, the students who are day dreaming, have lost track of what is happening in the class and then they are unable to answer the question.</p> <p>2. Prejudice: Many times, we pre-judge people even before knowing them and form an opinion about them, we start behaving with them according to the pre-conceived notions about them. This predetermined judgment about them is prejudice, which acts as barrier to communication.</p> <p>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 teacher has created a negative opinion towards the subject taught by her. This means that the student is prejudiced against the subject. Due to this prejudice he is not able to perform well in that subject.</p> <p>3. Emotions: Simple emotions like joy, sorrow, fear, excitement, tension and anxiety act as barriers to communication. When a person suffers from any kind of emotional turmoil, he/she is unable to receive any new ideas, knowledge or perform any task well.</p> <p>Example: A boss scolds his subordinate in public in the beginning of the day. The employee gets tremendously angry and hurt and is unable to concentrate on his/her colleague's presentation.</p> <p>4. Blocked Mind: 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.</p> <p>Example: A person who has very high opinion about himself or herself is not very open to ideas and information coming from others.</p>	01



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2.		<p>5. Generation Gap : It is observed that there is difference in the way of thinking between the persons of different age groups. For a generation the difference of age is normally 18 to 20 years. This gap of age which causes differences in thinking is called generation gap.</p> <p>Example: A father, who denies to buy his son a motorbike, maybe worried about his son's safety on road, but the son misunderstands his father thinking that the father does not want to spend money for his son. This generation gap occurs on account of lack of communication between the two. This creates a rift between them.</p> <p>6. Status: This barrier arises due to organizational hierarchy. It is mostly seen in business communication.</p> <p>Example: 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 and he might lose his job.</p> <p>7. Perception : Perception is understanding of the world around us. Each one perceives the world in his own unique way and interprets what has been perceived in his unique way. Perception is a subjective process. It is associated with past memories, feelings, 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 perceptions many times act as barriers to communication.</p> <p>Example: An ancient Indian sage Dronacharya was teaching his disciples the art of archery. He put a wooden bird as a target and asked his disciples to aim at the eye of the bird. One after the other he asked his disciples to describe what they saw. All said that they saw trees, the branches, the leaves, the sky, the bird and its eye. The sage asked his disciples to wait. Then he asked his favorite disciple Arjun the same question and Arjun replied, "I only see the eye of the bird." The sage said, "Very good, now shoot" The arrow went straight and hit the eye of the bird.</p> <p>(Note: 1 mark should be given to any four correct psychological barriers. Any two barriers with correct explanation and examples should be given 3 marks. Examples may vary.)</p>	03
	e)	<p>State the different ways of overcoming language barriers.</p> <p>Ans: Different ways of overcoming language barriers are as follows:-</p> <ol style="list-style-type: none">1) Speak slowly and clearly2) Ask for clarification.3) Frequently check for your understanding.4) Avoid idioms.5) Be careful of jargon6) Define the basics of business.7) Be specific8) Choose your medium of communications effectively.9) Provide information via multiple channels.10) Be patient. <p>(Note: Any correct four points should be given 4 marks.)</p>	01 01 01 01 01 01 01 01 01 01



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2.	f)	<p>Define physical barrier. State any two examples of physical barriers. Ans: All the obstacles existing in the surroundings of the various elements of the communication process and also those existing in the sender and receiver are called physical barriers.</p> <p style="text-align: center;">OR</p> <p>The barrier that is caused due to environmental and physiological/sensory dysfunction things is called as physical barrier.</p> <p>Examples: 1. Teacher was explaining communication cycle. However, because of low audibility level of the teacher, the students did not get the message sent by the sender. 2. Raj and Shyam are discussing important aspects of body language before the examination. But extraneous noise of the surrounding creates barriers to the communication. (Note: Examples may vary.)</p>	<p style="text-align: center;">02</p> <p style="text-align: center;">02</p>
3.	a) (i)	<p>Answer any <u>ONE</u> of the following: As a General Secretary of student council, draft a memo for the students on the following points: 1) Subject:- Maintaining discipline during social gathering. 2) Purpose:- Warning of stern action</p> <p>Ans: Required Format: 1. Letterhead 2. Date 3. Title (Memorandum) 4. From 5. To 6. Subject 7. Relevant and Appropriate Matter 8. Signatory</p> <p>Sample Draft:</p> <p style="text-align: center;">NEW PUNE POLYTECHNIC Shivajinagar, Pune-411 001</p> <p style="text-align: right;">----- 18 November 2017</p> <p style="text-align: center;">MEMORANDUM</p> <p>From: The General Secretary</p> <p>To: The students</p> <p>Subject: Maintaining discipline during social gathering</p>	<p style="text-align: center;">(08)</p> <p style="text-align: center;">01 $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ 04 $\frac{1}{2}$</p> <p style="text-align: center;">01</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">$\frac{1}{2}$</p> <p style="text-align: center;">$\frac{1}{2}$</p>



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3.		<p>All the students are hereby informed that Social Gathering of the year 2017 will be organized for first year students on 25 November 2017. The students are hereby warned to maintain discipline during social gathering otherwise stern action will be taken against them. Take a note of this and act accordingly.</p> <p style="text-align: right;">Sd/- Mr. B.N. Patil The General Secretary Student Council</p> <p>(Note: Details may vary.)</p>	<p>04 Marks for Matter</p> <p>½</p>
	(ii)	<p>Draft a notice as the Manager of a State Bank informing the staff members about the overtime schedule.</p> <p>Required Format:</p> <ol style="list-style-type: none">1. Letterhead2. Date3. Title (Notice)4. Relevant and Appropriate Matter5. Signatory <p>Ans: Sample Draft:</p> <p style="text-align: center;">STATE BANK OF INDIA Shivajinagar, Pune-411 002</p> <p style="text-align: right;">----- 18 March 2017</p> <p style="text-align: center;">NOTICE</p> <p>All the staff members are hereby informed to note overtime schedule. From Monday all staff members need to work overtime due to financial year ending. The overtime will be from 4.00 pm to 6.00 pm from 20 March, 2017 to 31 March, 2017. Take a note of it.</p> <p style="text-align: right;">Sd/- Mr. B.N. Bhosale Manager</p> <p>(Note: Details may vary.)</p>	<p>01</p> <p>01</p> <p>01</p> <p>04</p> <p>01</p> <p>01</p> <p>01</p> <p>04 Marks for Matter</p> <p>01</p>



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3.	b)	Answer any TWO of the following:	(08)	
	(i)	Identify the non-verbal codes in the following situations. Select your answer from the given list of codes. (Artefacts, Proxemics, Haptics, Chronemics, Kinesics) 1) Keeping proper distance while giving speech. - Proxemics 2) Touching feet of elders. - Haptics 3) You do not submit your assignment on time. - Chronemics 4) Observing the interior and get influenced before communication. – Artefacts		01 01 01 01
	(ii)	What is the importance of eye-contact in communication? Ans: Importance of Eye Contact in communication is as follows: 1. Eyes are the windows to the soul. Maintaining an eye contact with your speaker and listener is the most important part of non verbal communication. Because it shows that you are confident. 2. Eye contact also attracts a person's attention. Thus we can make sure that the listener is attentive while communicating. 3. Looking into a person's eye is the best way to understand his/her attitude to all that you speak. 4. Avoiding eye contact indicates the signs of fear, doubt, confusion, shyness, nervousness etc. (Note: Answer may be written in paragraph form.)		01 01 01 01
(iii)	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 the sender and receiver. It is the study of man's transaction as he perceives and uses intimate, personal, social and public space in various settings. Proxemics affects communication in different ways. 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. Therefore to understand such cultural variation and requirements and adjust the distance between us and our listeners is very important.	02 02		



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4.	a)	<p>Answer the following: Write a letter of application to Crompton Greaves Private India Ltd., Mumbai, for the post of Junior Engineer with Resume. Required Format of Application Letter :</p> <ol style="list-style-type: none">1. Date2. Sender's Address3. Receiver's Address4. Subject and Reference/Subject5. Salutation6. Relevant and Appropriate Matter7. Complementary Close <p>Required Format of Resume :</p> <ol style="list-style-type: none">1. Personal Details2. Qualification Details3. Other Activities/Training/Experience etc.4. References <p>Ans: Sample Draft: 18 November 2016</p> <p>Raj Sunil Jagtap 14, Nagar Road, Wagholi, Pune-412207</p> <p>To The General Manager Crompton Greaves Private India Ltd. Mumbai-400 002</p> <p>Subject : Application for the post of 'Junior Engineer' Reference : Your advertisement in daily 'The Times of India' dated 16 November, 2016</p> <p>Dear Sir/Madam, With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Junior Engineer' in your reputed company. I have passed SSC and HSC from Maharashtra Board with distinction. I have completed B.E. in Electronics Engineering. 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 favourable reply.</p> <p>Yours faithfully, Raj Sunil Jagtap</p> <p>Enclosure: Resume</p>	<p>(08)</p> <p>Format : 2 Marks</p> <p>Matter : 2 Marks</p> <p>1 1 1 1</p> <p>Format : 2 Marks</p> <p>Matter : 2 Marks</p>



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4.		<p style="text-align: center;">Resume</p> <p>Raj Sunil Jagtap 14, Nagar Road, Wagholi, Pune-412207 Mob.***** Email ID:*****</p> <p>Personal Details: Date of Birth : 12/06/1993 Health : Good Hobbies : Playing cricket, Singing and Reading 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 Passing</th><th>Board /University</th><th>Marks in %</th></tr></thead><tbody><tr><td>1</td><td>B.E. (Electronics)</td><td>2016</td><td>Pune</td><td>70.55</td></tr><tr><td>2</td><td>H.S.C.</td><td>2011</td><td>Maharashtra</td><td>72.55</td></tr><tr><td>3</td><td>S.S.C.</td><td>2009</td><td>Maharashtra</td><td>71.00</td></tr></tbody></table> <p>Extra-curricular activities: 1. Member of Sports Club, New Pune College of Engineering 2. Won first prize in Paper Presentation 3. Participated in sports competition at inter departmental level</p> <p>References: 1. Mr. P.K. Poman HOD (ET), New Pune College of Engineering, Pune Contact: Mob.*****, Email ID:*****</p> <p>2. Mrs. R. L. Zende Principal, New Pune 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 semi block or indented format.)</i></p>	Sr. No	Examination	Year Passing	Board /University	Marks in %	1	B.E. (Electronics)	2016	Pune	70.55	2	H.S.C.	2011	Maharashtra	72.55	3	S.S.C.	2009	Maharashtra	71.00	<p style="text-align: center;">01</p> <p style="text-align: center;">01</p> <p style="text-align: center;">01</p>
Sr. No	Examination	Year Passing	Board /University	Marks in %																			
1	B.E. (Electronics)	2016	Pune	70.55																			
2	H.S.C.	2011	Maharashtra	72.55																			
3	S.S.C.	2009	Maharashtra	71.00																			



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4.		<p>Causes of the Accident:</p> <ol style="list-style-type: none">1. The overt reason of the accident was the lack of attention on the part of Rohan.2. He was performing practical without wearing the workshop overalls. <p>Suggestions to avoid such accidents in future:</p> <ol style="list-style-type: none">1) Students must wear the workshop overalls while performing workshop practical.2) Training in safety measures should be given to the students.3) Instruction charts should be displayed in the workshop.4) All the activities must be carried out in the presence of supervisor only. <p>The above preventive measures should be implemented at the earliest to avoid any accident in the future.</p> <p>This is for your information and necessary action.</p> <p>Thanking you</p> <p>Yours faithfully/ Submitted by,</p> <p>Workshop Incharge</p> <p><i>(Note: Students may write the reports in Semi Block or indented format. Information/Details can vary.)</i></p>	<p>5 Marks for Matter</p> <p>1/2</p>
	(ii)	<p>A factory is manufacturing electrical goods. There is a sudden fall in production during the last three months. Submit a report to the General Manager, giving reasons for the fall and suggest measures for increasing the production.</p> <p>Ans:</p> <p>Required Format :</p> <ol style="list-style-type: none">1. Date2. Sender's Address3. Receiver's Address4. Subject5. Salutation6. Relevant and Appropriate Matter7. Closure <p>Sample Draft:</p> <p>11 April, 2017</p> <p>From The Production Manager Raj Electricals PVT. LTd. MIDC Industrial Area Chakan, Pune -412109</p>	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5</p> <p>1/2</p> <p>1/2</p>



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4.		<p>To The General Manager Raj Electricals PVT. LTd. MIDC Industrial Area Chakan, Pune -412109</p> <p>Subject: Report about the fall in production</p> <p>Sir, I regret to inform you that there is a sudden fall in production of manufacturing of fans and air-conditioners in the last three months. The production target for the last three months i.e. January to March in 2017 has fallen by 12%.</p> <p>Causes/Reasons of the decline:</p> <ul style="list-style-type: none">• There was frequent power failure due to which the work could not proceed at the desired speed. The generators could not be operated every time.• Spare parts were not provided in time.• Quality control department did not check the fans and air-conditioners in time.• Workers were not ready to work in more than one shift.• Due to low morale most of the workers were on casual leave. <p>Suggestions to improve the production level:</p> <ul style="list-style-type: none">• Purchase department should take extra efforts to provide spare parts in time.• Quality control department should be prompt in checking the fans and air-conditioners and approve the same.• We must have good quality generators/invertors for back up.• Workers can be motivated with extra incentives.• To boost up the morale of the workers management should come up with appreciation system. <p>If we follow the above mentioned suggestions, we can improve the level of production in our company.</p> <p>This is for your information and necessary action. Thanking You</p> <p>Yours truly, Sd/- The Production Manager</p> <p>(Note: Students may write the reports in Semi Block format. Information/Details can vary.)</p>	<p>½</p> <p>½</p> <p>½</p> <p>5 Marks for Matter</p> <p>½</p>



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5.	a)	<p>Answer any <u>FOUR</u> of the following:</p> <p>Explain the terms 'gesture' and 'posture' with examples.</p> <p>Ans:</p> <p>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.</p> <p>For example: Waving of hand indicates hello or goodbye, making a fist indicates anger, thumbs up sign to show appreciation or agreement; head movements to reveal understanding, approval and agreement.</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> <p>For example: Not drooping the shoulders, lifting feet clearly off the floor while walking, avoiding dragging them, avoiding crossing the legs while sitting or standing before the audience, keep the shoulders upright and the back straight to show good sitting and standing postures.</p> <p>(Note: Examples may vary.)</p>	<p>(16)</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>
	b)	<p>What is 'chronemics'? Elaborate by giving two examples.</p> <p>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.</p> <p>Examples: 1. One can misuse time like not completing the project in time, not studying regularly and delaying the submission of assignments.</p> <p>2. 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.</p> <p>(Note: Examples may vary.)</p>	<p>02</p> <p>01</p> <p>01</p>

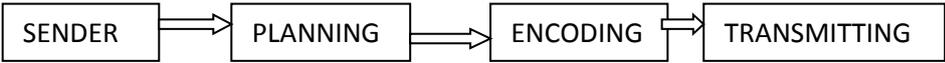


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5.	c)	<p>Explain selective listening with two suitable examples. Ans: In this type, listening is done partially or selectively according to one's interest. People tend to listen to only that part/matter which they want to listen to. Selective listening takes place when the receiver is not able to concentrate or loses his focus. If the receiver considers himself to be better informed than the communicator, then selective listening is likely to take place. Examples: 1. 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. 2. Finding particular information in the book or newspaper. (Note: examples may vary.)</p>	02 01 01
	d)	<p>State the techniques of effective listening. Ans: The different techniques of effective listening are as follows: 1. Have a receptive mind 2. Minimize the distracting factor 3. Listen with interest, enthusiasm and maturity 4. Empathize with the speaker 5. Control your emotions and listen patiently 6. Do not argue or criticize unnecessarily 7. Put the speaker at ease by your positive body language</p>	04
	e)	<p>State the role of sender in making communication effective. Ans: Role of sender in making communication effective:</p> <div style="text-align: center;"><pre>graph LR; S[SENDER] --> P[PLANNING]; P --> E[ENCODING]; E --> T[TRANSMITTING]</pre></div> <p>Planning: When ideas come to the mind, they may not be in an organized manner. There is need of consistency in one's thoughts. Therefore the sender has to first put together all the ideas and gather all the information he wants to convey. Then he decides the purpose of communication and plan the message accordingly. Encoding: 'Encoding' is a process of converting ideas and thoughts in the form of message understandable to the receiver. Encoding is required for effective communication. Transmitting: The sender is expected to transmit message in an effective way. The sender selects proper channel for transmitting the messages.</p>	01 01 01
6.	a) (i)	<p>Answer any ONE of the following: The government received an aid from the world bank for the welfare of people. The government spent 40% of the amount on building roads, 25% on education, 20% on health care and 15% for rural development. Draw a pie-chart representing the data. Ans:</p>	(08)



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Q. No.	Sub Q. N.	Answer	Marking Scheme																				
6.		<p>Bar Graph Showing Railway Accidents in India with Causes in 3 Years</p> <table border="1"> <caption>Data from Bar Graph: Railway Accidents in India (2013-2015)</caption> <thead> <tr> <th>Year</th> <th>Failure of Signal</th> <th>Administration Lapse</th> <th>Negligence</th> <th>Unknown</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>120</td> <td>115</td> <td>130</td> <td>110</td> </tr> <tr> <td>2014</td> <td>115</td> <td>120</td> <td>120</td> <td>110</td> </tr> <tr> <td>2015</td> <td>110</td> <td>110</td> <td>130</td> <td>140</td> </tr> </tbody> </table>	Year	Failure of Signal	Administration Lapse	Negligence	Unknown	2013	120	115	130	110	2014	115	120	120	110	2015	110	110	130	140	<p>1 Mark for Scale</p> <p>1 Marks for Legend</p> <p>5 Marks for presentation</p> <p>1 Mark for Title</p>
Year	Failure of Signal	Administration Lapse	Negligence	Unknown																			
2013	120	115	130	110																			
2014	115	120	120	110																			
2015	110	110	130	140																			
	b)	<p>Answer the following:</p> <p>As a college laboratory in-charge draft a letter of enquiry for Messers, Scientific Equipment Suppliers, asking about the availability of the following equipment, their cost, the terms and condition of sales.</p> <p>Items: Vernier callipers, screw gauge, potentiometer, ammeter, voltmeter.</p> <p>Ans:</p> <p>Required Format :</p> <ol style="list-style-type: none"> 1. Letterhead/Sender's Address, 2. Date 3. Receiver's Address 4. Subject 5. Salutation 6. Relevant and Appropriate Matter 7. Closure <p>Sample Draft</p> <p style="text-align: center;">NEW PIONEER POLYTECHNIC Katraj, M. G. Road, Pune-411 046</p> <p style="text-align: right;">Date: 14 April, 2017</p>	<p>(08)</p> <p>1½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>04</p> <p>½</p> <p>1½</p> <p>½</p>																				



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6.		<p>To The Sales Manager, Messers, Scientific Equipment Suppliers Swargate, Pune-411003</p> <p>Subject: Enquiry for availability of vernier callipers, screw gauge, potentiometer, ammeter, voltmeter.</p> <p>Dear Sir, We are one of the leading polytechnics in Pune. For performing practicals, we have requirement of scientific equipments like vernier callipers, screw gauge, potentiometer, ammeter, voltmeter. The details are as follows:-</p> <table border="1"><thead><tr><th>Sr. No.</th><th>Name of Scientific Equipment</th><th>Quantity</th></tr></thead><tbody><tr><td>1</td><td>Vernier Calliper</td><td>30</td></tr><tr><td>2</td><td>Screw Gauge</td><td>25</td></tr><tr><td>3</td><td>Potentiometer</td><td>15</td></tr><tr><td>4</td><td>Ammeter</td><td>12</td></tr><tr><td>5</td><td>Voltmeter.</td><td>15</td></tr></tbody></table> <p>Kindly inform us about the availability of these scientific equipments along with prices, delivery period and payment 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</p> <p>Yours faithfully, Ramesh Kapse Laboratory in-charge (Physics)</p>	Sr. No.	Name of Scientific Equipment	Quantity	1	Vernier Calliper	30	2	Screw Gauge	25	3	Potentiometer	15	4	Ammeter	12	5	Voltmeter.	15	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>04 marks for matter</p> <p>1/2</p>
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