

QP Code : 3077

(2 Hours)

[Total Marks : 75

- N.B. : (1) Question no. 1 is **compulsory**
 (2) Attempt **any four** questions from the remaining **six** questions.
 (3) **Figures** to the **right** indicate **full** marks.
 (4) Answer to all sub questions should be attempted and grouped together

1. (a) Fill in the blanks
 (i) Putting the message into code is _____ 2
 (ii) _____ is the last component in the process of communication.
 (b) Briefly explain 'mechanical barrier' to communication. 5
 (c) Fill in the blanks
 (i) Hearing is natural but Listening needs. _____ 2
 (ii) _____ is the process of finding out a particular piece of information while reading. 4
 d) Draw the diagrammatic representation of a letter in 'semi-block' format, indicating the compulsory parts. 1
 (e) Define 'Process of Welding'.
 (f) List the headings used to indicate special instructions. 1
2. (a) Define the following. 2
 (i) Decoding.
 (ii) Warning as an objective of communication. 5
 (b) Write brief notes on the following in 5-6 sentences.
 (i) Merits of Downward Channel of communication.
 (ii) Facial expression as a means of communication. 8
 (c) You are the Store Manager of a Medical Hospital and you have received 50 first aid kits in a damaged conditions. Draft a complaint letter to the distributor and demand an alternative replacement at his cost within five days. (Use Semi block format) 4
3. (a) Identify the barriers in the following communication situations/conversation.
 (i) construction activity near a school building.
 (ii) The tape recorder stops working & the dancer could not continue the programme.
 (iii) The speaker starts stammering when he sees the huge audience.
 (iv) 'I am always perfect in my work' said Yash. 3
 (b) Fill in the blanks
 (i) _____ communication moves on the equal authority level.
 (ii) _____ means movement of hand, head, neck to communicate messages.

- (iii) The informal channel of communication is named as _____ 8
3. (c) You are opening a Novelty -shop, first of it's kind in your small town. Draft an enquiry letter to 'Supreme Agencies', Matunga, Murnabi asking for detailed information about variety, price-list along with incentives they can offer. (Use Full-block format.)
- 4 (a) State whether the following statements are True/False. 3
- (i) Painting is an example of a medium of communication.
 - (ii) Every successful communication situation has a feedback.
 - (iii) Communication is one way process.
- (b) Define the following. 5
- (i) Olfactics
 - (ii) Haptics
 - (iii) Upward channel of communication.
- (c) Briefly describe 'Simple Calculator' by using the points - Definition, Component parts and Working. 3
- (d) Arrange the following instructions on shaping a wooden piece into round & cylindrical object: 4
- (i) Hold the piece between two centres.
 - (ii) Stem the motor.
 - (iii) Move the tool towards the job.
 - (iv) Apply the cut.
 - (v) Take the wooden piece to be turned.
 - (vi) Hold the tool in the hand & support it.
 - (vii) Check for the final dimension.
 - (viii) When the correct dimension is obtained remove the job.
 - (ix) Stop the motor and check the dimension. Bring the tool back and adjust the next cut.
5. (a) Differentiate between the following. 3
- (i) Medium and Channel.
 - (ii) Response and Feedback.
- (b) Match the following. 3
- | A | B |
|------------------|----------------------|
| (i) Paralanguage | (a) Grapevine |
| (ii) Proxemics | (b) Vocal clues |
| (iii) Rumours | (c) Space-distancing |
- (c) Write a brief note on 'Conciseness' & 'Correctness' as the basic principles of 6

- (d) Arrange the following instructions on using a manually opened lift or elevator: 3
- (i) Switch on the fan if needed.
 - (ii) Open both the doors of the lift.
 - (iii) Press the button of the floor on which you wish to go.
 - (iv) Close both the doors.
 - (v) Step out of the lift.
 - (vi) After the lift stops at your desired floor, switch off the fan.
 - (vii) Get in the lift.
 - (viii) Press the button fixed on the wall nearby the cage of the elevator to call it.
 - (ix) Close both the doors of the lift.

- 6 (a) Fill in the blanks. 2
- (i) The word communication is derived from the Latin word _____ which means sharing of information.
 - (ii) _____ is an organized and specialized form of advice. 6

- (b) Write brief notes on the following in 5-6 sentences. 6
- (i) Types of Listening
 - (ii) Critical reading method

- (c) Match the following. 2

A	B
(i) Post-script	(a) No abbreviation.
(ii) UVW/ac	(b) indented paragraphs.
(iii) Date-line	(c) exhibits unplanned letter
(iv) Semi-block	(d) Identification Mark

- (d) Match the following. 5

A	B
(i) Apparatus	(a) Food-Processor
(ii) Machine	(b) Screw-driver
(iii) Instrument	(c) Conical Flask
(iv) Tool	(d) Voltmeter
(v) Appliance	(e) Drill

7. (a) Read the following passage and answer the questions below.

Science has obviously multiplied the power of the war-markers. The weapons of the moment can kill more people more secretly and more unpleasantly than those of the past. This progress - as for want of another word I must call it -this progress has been going on for some time; and for some time it has been said of each new weapon that it is so destructive or so horrible that it will frighten people into their wits, and force the nation to give up war for lack of cannon fodder. This hope has never been fulfilled, and I know no one who takes refuges in it today. The acts of men and women are not dictated by such simple compulsions and they themselves do not

stand in any simple relation to the decision of the nations which they compose. Grapeshot and TNT and gas have not helped to outlaw war; and I see no sign that the hydrogen bomb or a whiff of bacteria will be more successful in making men wise by compulsion.

Secondly, science at the same time has given the nations quite new occasions for falling out. I do not mean such simple objectives as someone else uranium mine, or a Pacific Island which happens to be knee deep in organic fertilizers. I do not mean merely another nation's factories' and her sidled production. These are all parts of the surplus above our simple needs which gives our civilization its character. And war in our world batters on this surplus, This is the object of the greed of the nations and this also gives them the leisure to train and the means to arm for war. At bottom, we may remain individually too greedy to distribute our surplus, and collectively too stupid to pile it up in any more useful form than the tradition mountains of arms ... Science has created the surplus. Now put this year's budget besides the budget of 1750, anywhere in the world and you will see what we are doing with it.

Questions:

- (i) Write down a word /a phrase that could take the place of the following as they occur in the original: 1
 (a) Cannon fodder (b) organic fertilizers
 (c) collectively (d) traditional.
- (ii) What argument in favor of accepting new weapons is mentioned by the author? 1
- (iii) What is his attitude to this argument? 1
- (iv) Express in your own words:
 "The acts of the men and women are not dictated by such simple compulsions" 1
- (v) Where do you learn in para 1 that -people's wishes are not necessarily carried out by their government? 1
- (vi) Mention several things of which we have a 'surplus above our simple need, thanks to science.' 1
- (vii) The last words of the passage are 'you will see what we are doing with it'. What will the comparison of budget reveal, in the authors opinion? 1
- (viii) What, according to the writer, prevents us from giving away the surplus? 1
- (b) Summarize the above passage in your words. Provide a suitable title. 7