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EAS-104

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 9604

Roll No.

B. Tech.

(Only for the candidates admitted/Readmitted in the session 2008-09)

(SEM. I) EXAMINATION, 2008-09

PROFESSIONAL COMMUNICATION

Time : 3 Hours]

[Total Marks : 100

Note : Question paper carries three sections. Read the instructions carefully and answer the questions accordingly. Follow prescribed text for text based questions.

SECTION - A

1 This question contains 20 objective type questions. Write correct answers/most appropriate for each one as per instructions.

(a) Make correct choice:

What does technical communication stand for

(i) Communication for technicians

(ii) Communication for lay-men

(iii) General Communication

(iv) Communication for professionals



- (b) What does general communication mean
 - (i) General-Science communication
 - (ii) Communication for military generals
 - (iii) Personal and mass communication
 - (iv) None of the above
- (c) What is downward communication?
 - (i) Communication with downtrodden.
 - (ii) Fallen communication
 - (iii) From junior staff to senior staff.
 - (iv) From top management to sub-ordinate staff.
- (d) What is Intra-personal barrier to communication.
 - (i) Barrier between person to person
 - (ii) Individuals inbuilt barriers
 - (iii) External barriers
 - (iv) Emotional barriers
- (e) Inductive method of writing follows following pattern:
 - (i) Proceeds from general statements to particular statements.
 - (ii) Proceeds from particular statements to general order/statements.
 - (iii) Proceeds from ambiguous statements to clear statements.
 - (iv) None of the above.
- (f) Basic requirements of a good paragraph are:
 - (i) Emotion
 - (ii) Logic
 - (iii) Style
 - (iv) Unity, coherence and emphasis



- (g) Which of the following is true:
- (i) Momentous means momentary
 - (ii) Short lived
 - (iii) Of great importance and seriousness
 - (iv) Trivial
- (h) Which of the following is false
- (i) Negligent means careless
 - (ii) Ignoring
 - (iii) Insincere
 - (iv) Careful
- (i) What is synonym of 'candid;
- (i) Silly
 - (ii) Childish
 - (iii) Frank and outspoken
 - (iv) Adjusting
- (j) Make noun of the word 'tell' :
- (i) Say
 - (ii) State
 - (iii) Tale
 - (iv) Describe
- (k) Letter of Quotation means:
- (i) Letter of Reference
 - (ii) Letter of Illustration
 - (iii) Letter of statement
 - (iv) Letter of Rate/price list of items for sale.



- (l) D.O. letter means:
 - (i) Down and out letter
 - (ii) Dummy official letter
 - (iii) Demi-official letter
 - (iv) Directly official letter
- (m) Progress-Report is
 - (i) Informal report
 - (ii) Oral report
 - (iii) Prosperity report
 - (iv) Routine report
- (n) Impromptu speech is:
 - (i) Formal
 - (ii) Methodical
 - (iii) Prepared
 - (iv) Informal and subjective
- (o) What is kinesics?
 - (i) Para linguistics
 - (ii) Gymnastics
 - (iii) Aeronautics
 - (iv) Science of body
- (p) Which of the following statements is valid regarding scientific technique?
 - (i) Cause of change world wide
 - (ii) Dehumanizing
 - (iii) Mechanical
 - (iv) Arbitrary



- (q) What is valid statement out of following :
- (i) Man is super natural creature.
 - (ii) Ruler of nature.
 - (iii) Creator of nature.
 - (iv) Part of nature.
- (r) What is valid statement among following:
- (i) Poet is creator of new technical language.
 - (ii) Musician is a creator such language.
 - (iii) Folks are creators of such language.
 - (iv) Scientist is creator of new technical language.
- (s) Which one is True statement out of the following?
- (i) Humanities are concerned with rational responses to experience.
 - (ii) Mechanical responses
 - (iii) Whimsical responses
 - (iv) Emotional responses to experience.
- (t) Which one is true out of the following?
- (i) Physics is mother of sciences.
 - (ii) Biology is mother of sciences.
 - (iii) Mathematics is mother of sciences.
 - (iv) Philosophy is mother of sciences.



SECTION - B

- 2 Attempt any **three** parts of the following :
- (a) What are the distinguishing features of technical communication? Discuss organizational barriers to technical communication in a professional organization.
 - (b) Give meaning of following homophones/select words and use them in statements.
 - (i) Plain plane
 - (ii) Elicit, Illicit
 - (iii) Descent, dissent
 - (iv) Cession, session
 - (v) Continuation, continuance
 - (c) Write a D.O. letter to G.M. of the organization for improving standards of productivity in the organization in the capacity of chief personnel manager, BHEL, Bangalore. Invent details.
 - (d) What are the paralinguistic features of presentation strategies? How could articulation be improved by voice-modulation?
 - (e) What are different approaches to human activity as laid down by moody E - Prior in the essay? Illustrate.



SECTION - C

10×5=50

Note : Attempt in all five parts one from each question.

- 3 (a) Do you agree with the view of Bertrand Russell: "Nature does what it does, not what we should wish nor yet' what we should fear', but something bland by unconscious of our existence". Discuss briefly.
- (b) Write a technical proposal to the head of your organization for building a gymnasium hall in the premises. Invent necessary details along with cost estimate.
- 4 (a) What is the language created by a literary artist to convey meaning of human experience at all levels? Illustrate.
- (b) What are the features of style of technical presentation? What role do words play in cultivating appropriate technical style?
- 5 (a) How does literature share with science the capacity to formulate concepts as propounded by M.E. Prior in his essay? Elucidate.
- (b) What is a Claim letter? Draft a claim for damaged computer systems supplied by a firm based at Delhi in the capacity of purchase officer, Prakash computers at Lucknow. Invent details.



- 6 (a) Where does the future of philosophy i.e. the mother of the science lie according to A.J. Bahm? Explain briefly.
- (b) What is the role of body language in oral communication specify clearly.
- 7 (a) Write short notes on following:
- (i) Report and its significance to Engineers
 - (ii) Technical paper: Features and methods
 - (iii) Topic sentence and paragraph writing
 - (iv) Levels of communication
- (b) What is a better of Quotation? Draft a quotation for selling digital language laboratory system as a manager of a firm to the Director/Principal of an Engineering College in U.P. Invent details.
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