Q-1) (a) Discuss various barriers of effective communication? (10)
(b) In the following sentences change the voice: (04)
   (1) This house was built in 1935.
   (2) People don’t use this road.
   (3) How do people learn languages?
   (4) They sell radios here.

OR

(a) What is the process of communication? Explain its each element. (07)
(b) Differentiate between verbal and non-verbal communication? (07)

Q-2) (a) Define the following terms (any 3): (06)
   (i) computer virus
   (ii) molecule
   (iii) gravity
   (iv) force
   (v) mass
(b) What is the process of listening? How many types of listening are there? (08)

OR

(a) What are the qualities of a well-written paragraph? (05)
(b) Write a paragraph of about 150 words on following topic. (any 1) (09)
   (i) Technology
The role of women in the development of Society
Computers in business

Q-3) (a) what is the difference between tender and notice?  
(b) Assuming yourself to be the manager of Frederick Infocan, write letter to a supplier who has supplied air condition for your office complaining about some of the air conditions that have stopped working Within the guarantee period. Ask the supplier to attend them immediately.

OR

(a) “An application letter is a Sales letter.” Explain and elaborate.  
(b) What is an Enquiry letter? Explain with example?

Q-4) (a) Write a slogan on the following:
   (i) India
   (ii) save water

(b) Write the technical description of any one of the following:
   (i) Lathe machine
   (ii) Personal computer
   (iii) Electric fan

OR

(a) What is précis writing? What are the features of a good précis?  
(b) Write a précis of the following passage and give it a suitable title.

Life in the modern world is coming to depend more and more upon technical means of communication, mobile and telephone, radio, computer and printing. Without such technical aids, the modern city-state could not exist one week, for it is only by means of them that the trade and business can proceed, that goods and services can be distributed where needed, that Railways can run a schedule; that law and order are maintained; that education is possible. Communication renders true social life practicable, for communication means organization. Communication have enabled the social unit to grow from the village to the town, to the modern city state,
until today we see organized systems of mutual dependence grown to cover whole hemispheres. Communication engineers have altered the size and shape of the world.

Q-5) (a) What do you mean by a report? Explain the front matter of a report. (06)
(b) Write short notes on any 4 of the following: (08)
   (i) Debate
   (ii) Glossary
   (iii) Telephonic conversation
   (iv) Bibliography
   (v) Appendices
   (vi) copyright

OR
(a) Discuss the importance of Technical Report. (07)
(b) Assuming yourself to be the head of the Electronic department of Your institution, write a report of trouble on the fire caused in the Laboratory in your department. Invent details.
Q-1)  (a) what is non-verbal communication? Write down its types also. (07)
(c) What do you understand by phonetic? Transcribe the following: (07)
   (i) Copy
   (ii) Book
   (iii) Key
   (iv) Cap

OR

(a) What is oral communication? Write its merits and demerits. (07)
(b) Read the following passage and answer the questions given below. (07)
   Motivators are things which induce an individual to perform. While motivations reflect wants, motivators are the identified rewards, or incentives, that sharpen the drive to satisfy these wants. They are also the means by which conflicting needs may be reconciled or one need heightened so that it will be given priority over another. Motivation refers to the drive and effort to satisfy a want or goad. A motivator, then, is something that influences an individual’s behavior. It makes a difference in what a person will do. Obviously, in any organized enterprise, managers must be concerned about motivators and also inventive in their use. People can often satisfy their wants in a variety of way. A person can, for example, satisfy a desire for a affiliation by being active in a social club rather than in a business, meet economic needs by performing a job just well enough to get by, or satisfy status need by spending time working for a political party. What a manager must do, of course, is use those motivators which will lead people to perform
effectively for the enterprise that employs them. No manager can expect to hire the whole person, since people always have desires and drives outside the enterprise is to be efficient and successful, enough of every person’s drives must be stimulated to ensure effective performance.

QUESTIONS
(a) What is Motivation?
(b) Who is motivator?
(c) The word affiliation means
   (i) Fondness
   (ii) Association
   (iv) Written statement
(d) An effective manager must
   (i) be active in social clubs
   (ii) Join a political party
   (iii) Use those motivators which will lead people to perform effectively

Q-2) (a) what do you understand by term ‘Definition’? Define the following: (07)
(i) Rectangle
(ii) Temperature
(iii) Engineering
(b) What are the different barriers to effective listening? (07)

OR
(a) What is the difference between hearing and listening? (07)
(b) Write a paragraph of about 150 words on: (any 1)
   (i) Indian advertising industry
   (ii) Industrial Pollution
   (iii) Women’s reservation

Q-3) (a) write the importance of ‘You’ attitude in business letter. (07)
(b) You have obtained a B.E degree in computer science with distinction (07)
and a position in the university, this year. Write an application to the Director, Regional Research organization, Delhi, for the post of Scientist.

OR

(a) What is complaining letter? Explain with example.  
(b) Write a letter from Asoka Tools Ltd. Giving quotation for the Supply of electrical pump sets. Emphasis in your letter the installation service, after sales service and replacement facilities provided to your customer.

Q-4)  
(a) Write the technical description of any one of the following:  
(i) Solar cooker  
(ii) Minidrafter  
(iii) Refrigerator
(b) What do you understand by Debate?

OR

(a) What is the importance of noting and drafting?  
(b) How can visual aids make oral presentation more effective?

Q-5)  
(a) why do we use survey report? Explain.  
(c) Write brief notes on:  
(i) Acknowledgement  
(ii) Preface

OR

(a) What is a report of trouble? Elucidate.  
(b) Prepare a report for submission to the Board of Directors regarding the market potential of electronic equipment.