

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)
Department of Computer Science and Engineering (CSE)

Course Code: Hum 4831

Course Title: Business Communications and Law.

QUIZ-1

Marks-15

Time: 30 minutes

1. "No one can know exactly what occurs inside the minds of communicators when they undertake to create a message, but researchers generally agree that the communication process includes some specific steps". Identify the steps of communication process.
2. Write some euphemistic translations for: Ugly, Disabled, Stupid and Boring.
3. A team leader wants his group to accept a new roster. The leader knows the new system will benefit all concerned, but to begin with, nobody will agree. How far should the leader use powers of persuasion to make the group co-operate and accept the plan? Why cooperation is necessary to make effective communication?

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1. "Informal communication network is not just for idle rumors and may be useful in many ways". Justify your answer.
2. After noticing that some workers were starting work late and finishing early, a department head wrote this messages to subordinates:

It is apparent that many of you are not giving the company a full day's work. Thus the following procedures are implemented immediately:

- After you clock in, you will proceed to your workstations and will be ready to begin work promptly at the start of the work period.
- You will not take a coffee break or consume coffee on the job at the beginning of the work period. You will wait until your designated break times.
- You will not participate in social gatherings at any time during the work day except during designated break periods.
- You will terminate work activities no earlier than 10 minutes prior to the end of the work period. You will use the 10 minutes to put up equipment, clean the equipment.

The message was not well received by the workers. In fact, it led to considerable anger and confusion. Explain where the department head's problem-solving process went awry. What did he or she fail to take into account? Why do we fail to communicate efficiently?

3. Write some euphemistic translations for: Old, Lazy, Dead and Short.