TERM END EXAMINATIONS (TEE) – December 2023-January 2024

Programme	: B.Tech.	Semester	: Fall 2023-24
Course Title / Course Code	: Effective Technical Communication / ENG1004	Slot	: F12
Time	: 3 Hrs.	Max. Marks	: 100

Answer ALL the Questions

Q. No.	Question Description	Marks

PART A – (60 Marks)

1 (a) Choose the appropriate **synonym** for the given word: **12**

    i. Jovial
        a. Hesitate
        b. Dampen
        c. Hearty
        d. Harrowing

    ii. Indicate
        a. Mislead
        b. Refute
        c. Stipulate
        d. Obscure

    iii. Salary
        a. Retribution
        b. Emolument
        c. Sanction
        d. Outgoings

    iv. Requisite
        a. Optional
        b. Indispensable
        c. Discretional
        d. Voluntary

    v. Deadly
        a. Malignant
        b. Favourable
        c. Lucrative
        d. Thriving

    vi. Uncanny
        a. Bizarre
        b. Unremarkable
        c. Ordinary
        d. Run-of-the-mill

(b) Choose the appropriate **antonym** for the given word:

vii. Annihilate
   a. Liquidate
   b. Obliterate
   c. Devise
   d. Zap

viii. Partial
   a. Skewed
   b. Preferential
   c. Dispassionate
   d. Prejudiced

ix. Inability
   a. Amateurish
   b. Unequipped
   c. Incapacitated
   d. Competency

x. Humble
   a. Meek
   b. Modest
   c. Servile
   d. Conceited

xi. Acquit
   a. Absolve
   b. Exonerate
   c. Charge
   d. Emancipate

xii. Truant
   a. AWOL
   b. Skiving
   c. Absent
   d. Dutiful

OR

(c) Choose the appropriate tense forms to fill in the blanks: 12

A major part of (a) _____ (project) oneself as a well-behaved dynamic professional is one's conduct during the interview.

It is important that one (b) _____ (take) care of one's mannerisms and behaviour patterns during the interview.

The conduct of many candidates (c) _____ (be) not positive during an interview.

Some interviewers might try to (d) _____ (use) a friendly tone and try to (e) _____ (create) an informal atmosphere to (f) _____ (make) the interviewee comfortable but the candidate should always (g) _____ (remember) that a job interview is a formal situation and he/she cannot (h) _____ (behave) the way he/she (i) _____ (behave) when he/she (j) _____ (be) with friends.

The interviewee must (k) _____ (behave) formally and try to (l) _____ (impress) the interviewers with good manners and a positive behaviour pattern.

2   (a)   Write short notes on the Communication Cycle and its various elements.   12

OR

(b)   'Speaking skills are very important for a person's professional survival and growth.   12
One needs them to be successful in one's academic and professional pursuits. In fact,
every academic, professional, or business work requires effective speaking skills.'

With reference to the given statement, list the different sub-skills of oral
communication one may need.

3   (a)   Explain the role of effective listening in decision-making.   12
Use an example to illustrate the same.

OR

(b)   'Effective listening comprehension involves understanding not only the explicit   12
meaning of a verbal message but also the implicit meaning because the speaker may not
speak everything explicitly and clearly. Thus, the listener may have to analyse a verbal
message in order to draw inferences and conclusions. This may involve interpreting the
non-verbal clues and body language of the speaker.'

What are the different stages of listening?
Explain with reference to the given statement.

4   (a)   Read the passage below and answer the given questions: 12

The year was 1999. The night was December 31st, New Year's Eve. The world watched
and waited. It was a night of celebration. But it was also a night of fear. People had
grown to depend on computers. Computers powered our banks. They ran our
companies. Would they all break at midnight? Some thought that they might. But why?

The Year 2000 problem, or Y2K, had to do with computer storage. Computers store
data and files in memory. Computer memory is cheap these days. Some companies will
give you cloud storage for free. But in the early days of computing, memory was very
expensive. One kilobyte (about 1,000 characters of storage) might cost as much as $100
USD.

People had to think of ways to use less storage. One way they did this was by storing
only the last two digits of the year. Instead of saving the date as 07/02/1979, they would
save it as 07/02/79.

This seemed like a good idea at first. But as the years passed, the turn of the century
neared. Would our computers know that it was the year 2000 instead of the year 1900?
How could they? What would happen if they got the dates wrong? Would the
computers break?

The Y2K problem worried many people. Some feared that banking systems wouldn't
work. Payments might fail. Cash registers might break.

Another fear was that transportation systems would break. Taxi meters could stop
working. Airline computers could fail. Traffic lights could shut down. The Y2K
problem was very worrisome.

But people didn't just wait for their systems to fail. They worked hard to prevent the bugs. Governments passed laws. Businesses upgraded their systems. People rewrote software. Some think over $300 billion dollars were spent fixing the Y2K problem. But were people really prepared when it happened?

As clocks turned and calendars flipped to the year 2000, there were very few problems. Air planes did not fall from the sky. Power grids did not shut down. Bank accounts did not get wiped out. We had avoided the worst.

A few bugs and errors happened around the world. Some bus ticket machines in Australia stopped working. Some slot machines in Delaware broke. Certain cell phones in Japan deleted new text messages. But most computers kept working just fine. Will things work out the same way for the Year 2038 problem (Y2K38)? Only time will tell.

1. Which best describes the Y2K problem?
a) Magnetic waves might erase all computer memory.
b) Computers would cost too much for most families. ⋏
c) A computer virus would spread and break all systems.
d) Computers might get the date wrong and malfunction. ⨍

2. Which best explains why programmers shortened dates in computer storage?
a) They were in a big hurry.
b) They were trying to save money. ✓
c) They were being lazy. ⊦
d) They were creating more work for themselves. ⋡

3. Which is NOT a way that people addressed the Y2K problem according to the text?
a) Programmers rewrote software. ✗
b) Companies upgraded their computer systems.
c) Individuals threw away outdated computers. ✓
d) Governments created legislation.

4. Which of the following was NOT listed in the text as a fear related to Y2K?
a) Traffic control devices would fail. ✗
b) School bells would not ring on time. ✓
c) Bank systems would malfunction. ✗
d) Airline computers would stop working. ✗

5. Which best describes HOW the Y2K bug affected the world?
a) Many computers malfunctioned and it was a catastrophe. ⌒
b) All computers stopped working and the damage was tremendous. ✗
c) A small number of computers malfunctioned but it was no big deal. ✗
d) Most computers stopped working and it cost a lot of money.

6. Which was NOT an error caused by the Y2K bug?
a) Credit card processors around the world went down.
b) Bus ticket machines in Australia stopped working. ✗
c) Cell phones in Japan deleted new messages. ✗
d) Slot machines in Delaware malfunctioned. ✗

OR

(b) List the differences between Skimming and Scanning as rapid reading techniques.   12
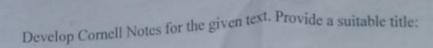
(a) Assume that you are Anil Saxena, the Purchase Manager of Alpha Engineering Company, Salt Lake City, Calcutta.

Your company sent an order for 15 HP scanners (Model: ScanJet 3200C) to National Systems Limited, Electronics City, Hosur Road, Bangalore-560 100 on July 3, 2016, but you received only 12 scanners.

Write a letter to Suresh Gautam, the GM (Sales and Marketing) of NSL making a complaint and asking him to send the remaining 3 scanners.

OR

(b) Collecting all requisite information using inference, provide your interpretation of the following poster.

Develop your observation and interpretation into paragraphs:

6. Develop Cornell Notes for the given text. Provide a suitable title: 10

People do not always do the things we want them to do. No matter how reasonable or minimal our expectations may be, there are times when we are let down. Naturally, we feel upset and hurt when our expectations are not met. We dread confrontations because they are unpleasant and can damage relationships. Yet not confronting a person does not solve the problem because unresolved issues also affect relationships in an adverse way. Actually, the real problem lies in our style of confrontation, not in the issue. Typically, we use character-based confrontations. They help in venting our anger and hurt, but that is the only thing they do. They lead to angry show-downs and bring all discussions to a grinding halt.

It is important to remember that self-image is the most important possession of all human beings. It is the way we view and regard ourselves in our own eyes and in the eyes of others. As self-conscious beings, we are acutely aware of our image and constantly work towards protecting it from any damage. We also seek approval from others about our own self-image. We feel distraught if we sense that there is even a slight threat to our self-image, because our character is the essence of our lives.

To ensure a rational dialogue over dashed expectations, we need to deploy issue-based confrontations. They involve an explanation of which actions have bothered us, in what manner and what changes we would like from the other person.

7. Imagine you are the Team Leader of a research team. Lately, you have been observing   15
that the team has been falling behind in meeting deadlines. You have noticed that two team members in particular are consistently late and laid back about the performance. You are proud of your team but feel that it is necessary that they be pulled up for tardiness.

Without mentioning the two team members by name, write a memo addressed to your entire team, telling them of their failure in meeting deadlines, and asking them to be more disciplined in their work, and to pay more attention to deadlines.

8. Assume that you are the secretary of a charity organization which wants to help bridge   15
the water scarcity issues faced by civilians in various countries due to ongoing wars.

Draft a speech that you have to deliver in the Annual Meet 2024, at the Indian Embassy Office appealing to the Indian authorities and fellow citizens for help.

Mention the negative impact on the global citizens due to being in a war-torn region.

Ask for urgent help in the form of money to enable access to clean drinking water sources.

⇔⇔⇔