

INDIAN INSTITUTE OF TECHNOLOGY PATNA
DEPARTMENT OF HUMANITIES AND SOCIAL SCIENCES
HS513 (TECHNICAL COMMUNICATION)
MID-SEMESTER EXAMINATION, AUTUMN 2023

Date: 24.09.2023

Time: 2 Hours

Maximum Marks: 40

General Instructions:

The question paper has 5 pages. It is divided into three sections:

- Section A: Objective questions (20 Marks)
- Section B: Reading Comprehension (10 Marks)
- Section C: Writing (Attempt only one) (10 Marks)

Section A

I. Read the following questions carefully and indicate whether they are true or false (T/F). $(0.5 \times 20 = 10 \text{ marks})$

- 1) In the transactional communication model, feedback is often received with significant delay.
- 2) Our postures do not affect our emotions.
- 3) Oculistics is the study of eye behaviour in the process of communication.
- 4) Pitch and Volume pertain to vocal interferences.
- 5) The term "Chronemics" is coined by Thomas J. Bruneau in late 1970s.
- 6) Rumours are reliable information transmitted through grapevine channel.
- 7) Monochronic people tend to exhibit a strong inclination toward establishing lifelong relationships.
- 8) Kinesics is developed by the American Anthropologist Franz Boas.
- 9) When a company introduces a new policy, it sends information using the upward channels of communication.
- 10) The process of communication is a short lived one.
- 11) Deception is conveyed but not detected via non-verbal cues.
- 12) Droopy face expression shows surprise.
- 13) Proxemics deals with a person's use of personal space.
- 14) Tone of voice is important in telephonic communication.
- 15) Paraphrasing others' statements is an evaluative feedback.

- 16) Online social platforms are participatory spaces.
- 17) Discrimination-and-fairness perspective posits that diversity provides diverse customer base.
- 18) Low context communicators value directness and would prefer if someone directly refused a request.
- 19) A student calling his/her professor by name is an example of low power culture.
- 20) The sender or receiver's sense of superiority and egocentricity can lead to poor communication is an example of mental barrier in communication.

II. Choose the correct answer:

($1 \times 10 = 10$ marks)

- 1. Mr. De Manuel has given his employee an instructions. But because the instructions were unclear and badly worded, they failed to comply. What type of communication barrier is this?
 - a) Cultural barrier
 - b) Noise barrier
 - c) Semantic barrier
 - d) Linguistic barrier
- 2. Sender-oriented barriers in communication occur due to
 - a) Mental block
 - b) Frame of reference
 - c) Distractions
 - d) All of the above
- 3. Linear mode of communication is
 - a) One way
 - b) Non-interactive
 - c) Both a and b
 - d) None of the above
- 4. Which among the following is not a type of a mental barrier
 - a) prejudice
 - b) stereotyping
 - c) emotional attitude
 - d) loud environment
- 5. The experience of difference progresses from
 - a) ethnocentrism to ethnorelativism
 - b) ethnorelativism to ethnocentrism
 - c) minimization to acceptance only
 - d) honeymoon to adjustment
- 6. Choose the correct order of progression for the interaction model of communication
 - a) Ideation-Encoding-Transmission-Decoding-Response
 - b) Ideation-Transmission-Encoding-Decoding-Response
 - c) Encoding-Ideation-Transmission-Decoding-Response

d) Ideation-Encoding-Decoding-Transmission-Response

7. Feedback is an important part of communication. It regulates
- transmission and reception of the message
 - decoding and reception of the message
 - only reception of the message
 - none of the above
8. Intrapersonal communication refers to
- internal dialogue/communication
 - communication between two individuals
 - communication among a group of people
 - none of the above
9. Which of the following is an example of paralanguage?
- The written words in a text message
 - The tone of voice and pitch used while speaking
 - The choice of vocabulary and grammar in a sentence
 - The font and formatting of a written document
10. In a polychronic time orientation, individuals tend to
- Focus on completing one task at a time in a linear sequence.
 - Value flexibility and often engage in multiple activities simultaneously.
 - Prefer strict adherence to schedules and deadlines.
 - Place a high importance on punctuality and precision.

Section B

III. Read the passages carefully and answer the questions given.

Passage 1:

Sagarika moved to Norway with her husband Anurup Bhattacharya in 2007 as the latter got a job there as a geophysicist. Sagarika welcomed two kids with Anurup Bhattacharya thereafter – a son Abhigyaan and a daughter, Aishwarya. It was after the two kids were born that tragedy struck the Bhattacharya household. In 2011, the Norwegian Child Welfare Services took the couple's children from them stating 'incompetent parenting'. Apparently, the Norwegian Child Welfare Services kept a strict watch on the couple after Bhattacharya's children were born. According to the organisation, the couple indulged in things that amounted to child abuse. They went on to level allegations as strong as that Sagarika was mentally unwell and hence was unable to take care of her kids. What led them to believe that? Well, the couple just like any Indian parent slept in the same bed as their children, handfed them, and indulged in practices customary to Hindu traditions and rituals. Practices as such were alien to Norwegian culture and thus the Children Welfare Services took custody of the children. Conspicuously, Norway does have particularly stringent laws

regarding children and their upbringing. These laws are universal and are followed irrespective of cultural differences.

Questions:

- a. What cultural practices mentioned in the passage were considered unusual by Norwegian standards and contributed to the accusations of child abuse? (3)
- b. What led to a communication barrier between Indian parents and the Norwegian authorities? (3)
- c. Can you explain how the passage illustrates the importance of cultural sensitivity and understanding in intercultural communication? Illustrate with examples from the professional world. (4)

Passage 2:

In October 1983, a young German missionary priest Fr. Peter Schneider, was appointed to be the first parish priest of the newly created St Mary's parish, Amaudara, Nigeria. On the day of his arrival, he was welcomed with pomp and pageantry, first in the village square with the village chief and his cabinet at the head, and then he was led amidst dances and acclamations to the parish house. Two months later he decided to form the parish council. He consulted the local catechist to ascertain the possible persons he could invite to be members. The catechist proposed to him 30 names with the academic and social credentials of each person. From these he chose 14 persons : 5 men, 5 women, 2 young men and 2 young women. One of the women by name Iruka, was a graduate of the prestigious University of Nigeria, Nsukka. She studied administration and personnel management and was the president of Catholic Women Organisation of the mother parish from which St Mary's, Amaudara was carved out. The priest judged that from her credentials, she was best placed to serve as the chairman of the parish council. She sent her a note informing her of his intention. In her reply the woman wrote "Rev Fr., I assure you of my willingness to render my services for the progress of our new parish. But I think that what you have proposed to me may be difficult to accept. The chairman of the parish council is generally considered as the parish priest's right hand man and thus the mouthpiece of the parish before the people. I would suggest that you better ask some questions before the inaugural day."

The first meeting of the parish council was scheduled to hold at 10.00 am on a certain Saturday. It happened to be the market day of the village, called Eke-Amaudara. By 10.30 am none of the invitees had arrived. As about 11.30 am only four members were present. The parish priest was a bit upset, but since it was the inaugural meeting, he made great effort to keep his calm. By 12.30 p.m. all the members had arrived.

After a brief opening prayer, Fr. Schneider started immediately by haranguing the people on the value of time and why fixed appointments should be respected. Evidently, he was not aware that the people were expecting him to welcome them officially to the meeting by presenting them with kolanuts and wine. He did not notice the embarrassment and deception of the people. After that, he tabled the agenda he prepared

for the meeting and then announced his appointment of Mrs Iruka as the chairman of the parish council., urging her to accept because of her competence. The woman was highly flabbergasted and declined the appointment outright. There were murmurings and signs of anger on the faces of the people present. Then the priest said, "I think we may not continue this meeting today, it is adjourned till further notice". With these words he dismissed the people.

- a. Why do you think the people were late for the meeting? Was it a deliberate act on their part? (3)
- b. What were the people expecting Fr. Schneider to do? Do you think this could be a reason for the breakdown in communication? Why? (3)
- c. How do you interpret the letter written by Iruka? Is there any cultural element associated with her refusal? (4)

Section C

IV. Attempt any one of the given questions:

As the president of your institute's student council, you have decided to adopt a proactive approach in addressing campus ragging. You want to conduct a meeting among the representatives of all batches regarding ragging. Write a notice to inform all students about the meeting. Draw up an agenda for the meeting and prepare a follow-up minutes of the same. (10)

Or

Unilever Hungary has a vacancy for a Junior Sales Manager to work in the area of sales and marketing, particularly with household product lines. Applicants should have previous experience in the area of sales and marketing, as well as an excellent command of English, appropriate computer skills, and a full current driving license.

Applications, including resume and references must be sent to:

Mr. Henrik Fan, Personnel Manager, UNILEVER Hungary, Budapest 1059, Piroska utca 21-23. (10)

INDIAN INSTITUTE OF TECHNOLOGY PATNA
DEPARTMENT OF HUMANITIES AND SOCIAL SCIENCES
HS513 (TECHNICAL COMMUNICATION)
END-SEM EXAMINATION, 2023

Date: 28.11.2023

Time: 3 hours

Maximum Marks: 50

General Instructions:

Section A is of 20 marks. It has three questions. Answer all the three.

Section B has two comprehension questions of 10 marks each. Attempt both the questions.

Section C is of 20 marks. It has two questions pertaining to writing. Attempt both the questions.

Section A

- I. Point out the incorrect segment from the following sentences. Write the incorrect segment on the answer sheet: [5]

- Arjuna used to go late in the afternoon to study archery with Kripacharya.
Whenever we are together, all he talked about was archery.
- The machine was standing in a sloping beach. The sea stretched away to the south-west, to rise into a sharp bright horizon against the wan sky.
- In another moment we were standing face to face, me and this fragile thing out of futurity. He came straight up to me and laughed into my eyes.
- From now on I will divide the books I have read into two categories - the one I read before Ishmael and those I read after.
- They were not people limiting their growth for the benefit of mankind or for the benefit of the environment. They limited their growth because for the most part this was easy than going to war with their neighbours.

- II. Write T or F against each statement: [5]

- To emphasize a point, we should use all capital letters in an email.
- Factual questions in an interview attempt to obtain authentic data about the interviewee.
- GDs test only the leadership skills of the applicants.
- Integrative negotiation is characterized by open and empathetic communication.

- e. Coercion and persuasion are synonymous ideas. *R*
- f. Skimming and Scanning are one and the same thing. *F*
- g. We generally skim a telephone directory. *F*
- h. SR3Q is a reading technique.
- i. Listening to music is an example of superficial listening.
- j. Listening and feeling for others is an example of empathetic listening.

III. Fill in the blanks with the correct phrasal verb. Write the complete sentence:
[10]

- a. During the prison riot, chaos broke out as inmates protested against the harsh conditions.
- b. After years of routine, she finally found the courage to break out of her comfort zone and pursue her passion for travel and adventure.
- c. Her grandmother's old recipe book always has the power to bring back fond memories of Sunday dinners and family gatherings.
- d. The company decided to bring in a team of experts to analyze and improve the efficiency of their operations.
- e. The news of the scandal threatened to tear apart the close-knit community, leaving residents shocked and dismayed.
- f. The old, dilapidated building stood as a reminder of the past until the decision was made to tear it down and make way for a modern development.
- g. Despite facing numerous challenges, she persevered and continued to keep up her studies, determined to achieve her educational goals.
- h. She struggled to keep from laughing as her friend recounted a hilarious story during the serious meeting.
- i. When the car broke down on the side of the road, he had to call for a towing service that could assist him.
- j. Due to the sudden thunderstorm, the organizers had to call off the outdoor concert to ensure the safety of the attendees.

Section B

This section has two comprehension questions. Attempt both the questions.

- IV. For the first time in my life I left the flat without asking my mother's permission. My heart was pounding as I went down the street, though my provocative act had given me a certain strength. As I walked, a sign caught my eye: 'Ladies' Hairdresser'. I had only a second's hesitation before going in. I watched the long tresses squirm in the jaws of the sharp scissors and then fall to the ground. Were these what my mother called a woman's crowning glory? Could a woman's crown fall shattered to the ground like this because of one moment of determination? I was filled with a great contempt for

womankind: I had seen with my own eyes that women believe in worthless trivia. This contempt gave me added strength. I walked back home with a firm step and stood squarely in front of my mother with my newly cropped hair. My mother gave a shrill cry and slapped my face hard. Then she hit me again and again while I stood where I was as if rooted to the spot. My challenging of authority had turned me into an immovable force, my victory over my mother had transformed me into a solid mass, unaffected by the assault. My mother's hand struck my face and then drew back each time, as if it had hit a granite boulder. Why didn't I cry? I usually burst into tears at the slightest snub or the gentlest of slaps. But the tears didn't come. My eyes stayed open, looking into my mother's eyes boldly and firmly. She went on slapping me for a while, then collapsed back on to the sofa, repeating in bewilderment, 'You must have gone mad!' I felt sorry for her when I saw her features crumbling in helpless defeat. I had a strong urge to hug and kiss her and break down and cry in her arms, and say to her, 'It's not good for me always to do as you say.' But I took my eyes away from hers so she wouldn't realize I'd witnessed her defeat, and ran off to my room. I looked in the mirror and smiled at my short hair, the light of victory in my eyes. For the first time in my life I understood the meaning of victory; fear led only to defeat, and victory demanded courage. My fear of my mother had vanished; that great aura which had made me terrified of her had fallen away. I realized that she was just an ordinary woman. The slaps she delivered were the strongest thing about her but they no longer scared me — because they didn't hurt any more.

A. Choose the correct answer:

1. What made the protagonist's heart pound as she left the flat for the first time without asking her mother's permission? [0.5]
 - a. Fear of punishment
 - b. Excitement
 - c. Provocative act
 - d. Determination
2. How did the protagonist feel about women's belief in what the mother called "a woman's crowning glory"? [0.5]
 - a. Admiration
 - b. Contempt
 - c. Sympathy
 - d. Indifference
3. How did the protagonist's challenging of authority affect her demeanor when confronted by her mother?
[0.5]
 - a. It made them cry uncontrollably

- b. It turned them into an immovable force
- c. It made them apologize immediately
- d. It caused them to run away from home

4. How did the protagonist feel when she witnessed her mother's features crumbling in helpless defeat? [0.5]

a. Angry

b. Proud

c. Sorry

d. Indifferent

5. What did the protagonist do after witnessing her mother's defeat? [0.5]

a. Apologized immediately

b. Ran away from home

c. Hugged and kissed their mother

d. Ran off to her room

B. How does the protagonist's defiance against traditional norms and her mother's authority reflect broader challenges faced by women in asserting their independence and autonomy? [2.5]

V. Like oversize birds, we balanced on our respective branches, each of us with a plastic container in one hand and a feather brush in the other. I climbed upwards, very slowly, as carefully as I could. I was not cut out for this, wasn't like many of the other women on the crew, my movements were often too heavy-handed. I lacked the subtle motor skills and precision required. This wasn't what I was made for, but all the same I had to be here, every single day, twelve hours a day. The trees were as old as a lifetime. The branches were as fragile as thin glass, they cracked beneath our weight. I twisted myself carefully, mustn't damage the tree. I placed my right foot on a branch even further up, and carefully pulled the left up behind it. And finally I found a secure working position, uncomfortable but stable. From here I could reach the uppermost flowers. The little plastic container was full of the gossamer gold, carefully weighed out. I tried to transfer invisible portions lightly out of the container and over into the trees. Each individual blossom was to be dusted with the tiny brush of hen feathers, from hens scientifically cultivated for precisely this purpose. No feathers of artificial fibers had proven nearly as effective. It had been tested, and then tested again, because we had had plenty of time—in my district the tradition of

hand pollination was more than a hundred years old. The bees here had disappeared back in the 1980s, long before The Collapse; pesticides had done away with them. A few years later, when the pesticides were no longer in use, the bees returned, but by then hand pollination had already been implemented. The results were better, even though an incredible number of people, an incredible number of hands were required. And so, when The Collapse came, my district had a competitive edge. It had paid off to be the ones who polluted the most. We were a pioneer nation in pollution and so we became a pioneer nation in pollination. A paradox had saved us.

I stretched as far as I could, but couldn't quite reach the blossom at the very top. I was about to give up, but knew I might be punished, so I tried once more. Our pay was docked if we used up the pollen too quickly. And our pay was docked if we used too little. The work was invisible. When at the end of the day we climbed down from the trees, there was no evidence of our work except for the red chalk X's on the tree trunks, ideally up to forty trees each day. It wasn't until autumn came and the trees were laden with fruit that we would know who among us had actually succeeded in their work. And by then we had usually forgotten which trees had been dusted by whom.

A. Choose the correct option:

1. What is the main task that the narrator and the crew perform in the passage? [0.5]
 - a. Bird watching
 - b. Tree climbing
 - c. Hand pollination
 - d. Pesticide testing
2. What happened to the bees in the narrator's district in the 1980s? [0.5]
 - a. They migrated to other regions.
 - b. They were affected by pesticides.
 - c. They became extinct naturally.
 - d. They were replaced by artificial pollination
3. Why did the district become a pioneer nation in pollination? [0.5]
 - a. Due to the abundance of bees
 - b. Because of effective pesticides
 - c. The use of artificial fibers for pollination
 - d. Being a pioneer nation in pollution
4. What is the purpose of the hen feathers used in the hand pollination process? [0.5]
 - a. Decoration