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Department: CSE (Data Science), Humanities	Semester: III Course Code: HUT253 Course Name: Business Communication	Page: 01/01
Programme: BE	Test 1	Date of Exam: 30/12/2021
Max Marks: 15	Session: 2021-22	Time: 1 Hr

Que. No		Marks	CO
Q.1	<p>Once a researcher went for a conference to present her research paper. Her presentation was on the second day of the conference, so she decided to go for sightseeing on the first day. The same night after returning from a tiring day of sightseeing she made the presentation. She decided to experiment with the background of the slides. The lady researcher was confident that her experiment would be a success. Next day, she reached the conference venue on time and sat confidently in the room where she was to make her presentation. When her name was called out, she gave the pen drive to the coordinator who opened the ppt file for presentation. She then realized that presentation was very dark because the projector was old and was not projecting properly.</p> <p>What was the communication barriers she created and faced? (mention the exact name of the barrier and not its category). Identify the possible solutions</p> <p>Answer <u>She suffered due to psychological and attitudinal barriers.</u> She was over confident about her performance and as a result did not prepare for the presentation. On top of that her attitude of “My idea is more valuable” created the issue of the experiment failing with the background of the slides. <u>She also faced technical barriers</u> as the projector was old. But she should have checked with that on the day she arrived at the venue of the conference and should not have gone for sightseeing. She assumed that whatever she is doing is going to be supported and go very smoothly. Assumption and overconfidence were her major issues.</p>	(03)	CO1
Q.2	<p>Explain the ego states as pioneered by Eric Berne. Use examples for each state.</p> <p>Answer Eric Berne the pioneer of Transaction Analysis pointed out that human beings have three ego states that affect their communication. These ego states are as follows:</p> <ol style="list-style-type: none"> 1. Parent Ego State – this is Taught ego state where the person tries to copy either their parents or some parental figure. This ego state can be both critical and nurturing. A critical parent ego state prompts the person to be corrective towards other and preach the ‘dos’ and ‘dents’. While a nurturing state of mind is when the person wants to take care of the other person like a parent would do. E.g..... 2. Adult Ego state – this is the rational and logical ego state of a person 	(03)	CO2

	<p>where the person would act in accordance with the reality, would not allow emotions to affect their unbiased decision-making, would understand the other person's perspective and would accordingly get in healthy discussion with another person. E.g.....</p> <p>3. Child Ego state is the felt ego state which is more deep rooted and tends to reflect our behaviour from the times when we were children. This ego state can be negative in terms of being rebellious, aggressive, or would show case extreme negative emotions. On the other hand, it may be fun and spontaneous. E.g.....</p>		
Q.3	<p>Identify if the following scenarios indicate any issues with email etiquettes. Give reasons for your affirmation or refutation:</p> <p>1. Before proceeding for ten-days leave Madhav handed over the charge to Chirag as per the company rules. Chirag meticulously completed all the tasks and submitted the half-weekly report to the team leader via email. Chirag made sure to keep Madhav in the CC.</p> <p>Answer No, there is no issue with the email etiquettes of Madhav. Since he was doing the work on behalf of Chirag, he was filling the gap for the days Chirag would not be working. In order to maintain continuity, Madhav was keeping Chirag in the loop, so that when Chirag joins back, he has all the records of the tasks done by Madhav.</p> <p>2. Mr. Bhujbal was a software Tester with an IT firm. He found a minor error in the software in its testing stage which it seems was missed by everyone else in the team. He wrote an email to the team leader pointing out the mistake and copied the email to everyone else in the team.</p> <p>Answer Yes, there is an issue with the email etiquettes of Mr. Bhujbal. It was obvious that he is an efficient Tester. Ideally, he should have sent the email to only the Team leader without CCing to the rest of the team. But he did not. By sending the email to all his ulterior motive was to show off to the team that he is more efficient than the others. Courtesy demands that one should act as a professional by focusing on the task and its solution rather than spending time trying to downgrade the team members.</p>	(05)	CO2
Q.4	Do as directed		CO3
a.	<p>Identify the error in mechanics and rewrite the following sentence by correcting the same: <i>maan ki baat has turned out to be a major revenue generator for All India Radio.</i></p> <p>Answer <i>Maan Ki Baat has turned out to be a major revenue generator for All India Radio.</i></p> <p><i>Maan Ki Baat is a famous radio talk series. Thus, it has to be in capital as per the rules of mechanics. Using double or single quote was wrong.</i></p>	(01)	
b.	<p>Rewrite the following sentence by correcting the error in punctuations: <i>Vishakha, Radhika and Ashish went for a tiger safari on the weekend.</i></p> <p>Answer (a case of Oxford Comma) <i>Vishakha, Radhika₂ and Ashish went for a tiger safari on the weekend.</i></p>	(01)	

	Fill in the blanks with the correct word: <i>It is from the _____ that a _____ is made (bough/bow)</i> <i>Answer</i> <i>It is from the <u>bough</u> that a <u>bow</u> is made.</i>	(02)	
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