

22/09/2021

ESE - ECS

Q. 1 a)

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- 1) Proxemics is the study of space around us; how it is perceived and used by people in interpersonal relations. Everyone has an invisible bubble around him, which is his own personal territory. How big this space is depends on the background of the person.
- 2) In a professional setting, space is used to convey status and power. Officials with a higher status may be given larger cubicles with expensive furniture as compared to the junior employees.
- 3) Space can be used psychologically to build rapport or ~~to~~ even to intimidate. Influential speakers use space to a great advantage to emphasize their idea, make an important point, invite discussion or conclude the presentation.
- 4) Every culture has different levels of physical closeness appropriate to different types of relationships and individual learn these distances from the society in which they grow up.
- 5) The four distinct zones of communication are:
 - a) Intimate zone: This zone starts with a personal touch and extends to one and a half feet. This is a intimate zone which is shared only by very close family and friends.
 - b) Personal zone: This zone extends from one and half feet to 4 feet. Friends, colleagues and close acquaintances share the personal zone. This too is a space close to a individual, that permits relaxed communication with normal speech tones.

c) Social : This zone stretches from 4 feet to 12 feet around oneself. The distance maintained indicates that the relationships in this zone are formal. Communications here are planned and cautious.

d) Public : This area stretches from 12 feet to 30 feet. This distance is commonly maintained by speaker and his audience. The communication here is generally one way. The audience in this space is detached and emotionally involvement is low.

Q. 1 b)

→ 1) Content: It includes the sender's signature, name and official designation. If a firm delegates the authority of signing letters to an officer by executing a legal instrument called the Power of Attorney, such an employee will put per pro or pp. before the name of firm and sign below it. Per pro is an abbreviated form of a latin phrase 'per procuracionem' which means 'on behalf of'.

2) Position : It is placed directly below the complimentary close. In the full block it is written to the left of the page and in semi and modified block it appears to the right. The signature is made four lines between the closing and the sender's name.

3) Use : It gives credibility to the letter and makes the writer accountable for the contents of the letter.

→ Examples :

o Yours faithfully,
Signature
(Ayush Jain)
Sales Executive

o Per Pro. Mani Lal Sohan Kumar & Co.
Shubh Jain

(This shows that the firm is not legally bound by 'Shubh Jain')

Q. 2 a)

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1) Horizontal communication refers to communication among members at the same level in an organization. Greater size and complexity of organizations increase the need for communication laterally across the lines of formal chain of command.

2) Horizontal communication is necessary to fulfill the diverse organizational functions like co-ordination among departments, sharing information, solving problems, providing advice and support, etc.

3) Advantages of Horizontal communications are:

(i) Co-ordination: In large organizations which have several departments, it is very essential to have good co-ordination for its smooth functioning.

(2) Team-spirit: Frequent meetings and discussions with people at the same level, fosters better understanding and team spirit among all. It helps them build on each other's strengths and gain from sharing experience.

(3) Saves Time: Unlike vertical communication, the lines of communication are short in horizontal communication. Meetings are generally called to trouble shoot or discuss matters. Hence communication is quick and saves time.

(4) Eliminates misunderstandings: Since horizontal communication is mostly face-to-face, clarifications are possible immediately. This eliminates chance of misunderstanding that occurs in written communication.

Q. 2 b)

→ Classify the following

i) Always use good quality printing paper for better results.

→ Note

2) Do not touch connections with wet hands.

→ Warning

3) Wear thick shoes to protect your feet from sparks.

→ Precaution

4) Do not expose camera lens to direct sunlight.

→ Caution

5) Never extend any part of body through the elevator gate when it is motion.

→ Danger

Q. 4 a)

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- i) Semantics ~~is~~ is related to meaning of words. Words are symbols, and therefore limited because they cannot have precisely the same meaning for everyone.
- 2) Language barriers refers to the situation when a person is not able to convey his ideas because of language differences. It might be at the listener or speaker's end.
- 3) Some semantic barriers that can cause problems in communication are:

(1) Existence of different languages: In our country itself we see the existence of several languages and dialects. This might be a barrier to communication especially in the absence of common language. In such case, people rely on non-verbal communications to convey their messages.

(2) Faulty translation: In most cases, it is seen that when people translate a language, they apply their ~~the~~ grammatical rule of ~~and~~ their mother tongue to the language. This results in literal translation of words without understanding the deeper meaning.

(3) Use of jargon: The term 'jargon' refers to specialized vocabulary that people belonging to a professional group might use. It should be used only when communicating with people belonging to a same profession. When used with a layperson, it might cause confusion and misunderstanding.

(4) Homonyms: Two or more words that have the same sound or spelling but differ in meaning. Generally, the term homonyms refers both to homophones and to homographs.

Q. 4 b)



Process of repairing cracks in the concrete:

- i) Chisel out the crack widening it under the surface.
- ii) Clean the concrete surface thoroughly with a wire brush.
- iii) Mix a batch of mortar according to the directions on the epoxy package.
- iv) Put the mixture into the crack using the trowel.

Q.6 a)

→ Sometimes people are unable to read or comprehend written matter quickly. They take a long time to go through the content and hence lose interest. Some of the barriers to effective reading are:

1) Reading aloud:

When reading loud, the primary focus is on pronunciation and articulation of words. This may distract you from concentrating on the content or the meaning of the message. Also practices like moving the lips or head while reading or placing the finger below each word while reading slows reading.

2) Regression:

When one is unable to understand an idea, one keeps going back and re-reading the part which one hasn't understood. If this is done too often, the flow of reading is disturbed and it would take a longer time to understand the content.

Q. 6 b)

→ i) Listening is not easy and there are number of obstacles that stand in the way of effective listening, both within and outside the workplace.

→ Obstacles of ~~of~~ to effective learning are:

(1) Physical barriers:

External noise, poor seating arrangements, bad lighting, poor environmental conditions or ill health can interfere with the listening process. For instance, if the classroom is next to a busy street, the student would not be able to listen properly because of noise.

(2) Semantic barriers:

If the speaker have a heavy accent, it can be a barrier to listening, since it could interfere with the ability to understand the meaning of words. Also, if too many technical terms are used the listener would lose interest as he cannot understand the meaning of those terms.

Q. 6 b)

→ ii) (1) A person who speaks two languages - Bilingual

(2) That which cannot be heard - Inaudible