

MAULANA AZAD NATIONAL INSTITUTE OF TECHNOLOGY BHOPAL

MID-TERM EXAMINATION, DEPARTMENT OF HUMANITIES & SOCIAL SCIENCES

Course: B.Tech, Semester I

Section: A, B, C, D, E

Subject: Oral and Written Communication Skills

Subject Code: HUM113

Time: 90 minutes

Max. Marks: 20

Date: 01/02/2023

Note: All the questions are compulsory.

I. Read the following passage and answer the questions which follow it. (4 marks)

A decade ago, the most vehement opposition to computerisation came from people who believed that would lead to unemployment. The hue and cry was based on the argument that computers would aggravate the unemployment situation by taking jobs away from human beings. However, the year 2001 tells a different story. The cause of unemployment is not a matter of too few jobs for too many people. There are many people without work and yet countless jobs that need to be done. It is imperative that India – with its population crossing the one billion mark- fulfills the basic requirements of the poor and homeless, improve its infrastructure and yet be on par with global standards of technology.

It has been established that the computerisation of an economy increases its efficiency and productivity while bringing about savings in cost; funds are generated and additional employment is created. But the paradox of India is its millions of poor lacking the basic means of survival even while the rest of the world recognizes the invaluable worth of its technological industry.

India's track record in the field of technology is now well known. There is a great demand for software professionals from India. At the same time there is a great deal of foreign investment in the technology sector.

Computers are now extensively employed in private and government sectors like banks, hotels, airlines, media, multinational business houses. Videsh Sanchar Nigam Limited (VSNL) supports infrastructure for most nationalised banks, small scale industries and for the individual user as well. Many of these companies use networking systems like Wide Area Network (WAN) and Local Area Network (LAN) extensively. More recently in India, GenPact and Office Tiger have gone to the extent of maintaining their own lease lines to enhance business. Another feature in communication that multinational business and media houses have is the intranet facility which links their offices globally. Nuclear and defence establishments use supercomputers to manage vast amount of data. Software packages are created for a particular kind of industry, tailored to meet their special needs. Schools and other educational institutions have introduced computers as a subject. Private institutions that train students in programming are thriving because of the demand for more and more

computer analysts and programmers. More than 70,000 computer professionals graduate every year.

India has got well and truly caught up in the internet revolution. Cyber cafes have sprouted up in nooks and crannies in towns and cities across the country. The Indian IT industry is aggressively pursuing Internet and e-commerce opportunities. Indian firms design multimedia content for Hollywood animation movies. Technology parks have been set up in the metro cities because India is considered the top destination for software outsourcing.

The question now is no longer whether computers are here to stay, but how much they contribute to the development of a country. Calamities such as droughts, floods and earthquakes are a reminder that these problems have to be addressed.

1. The author is primarily concerned with (1 mark)
 - A. Comparing the computer revolution with the industrial revolution.
 - B. Suggesting a solution to the problem of unemployment.
 - C. Describing the benefits of the computerisation
 - D. Giving examples of the use of computer
 2. Do you think that the introduction of computers has led to unemployment? Elaborate. (1 mark)
 3. Are there any advantages in the computerisation of work in large establishments? If so, what are they? (1 mark)
 4. What is a paradox? Explain the paradox mentioned in paragraph 3 with an example. (1 mark)
- II. A. Write a paragraph on 'emotional barrier to communication'. (2 marks)
- B. Discuss the role of 'listening' in effective communication. (2 marks)
- III. Write a report in the form of a letter on the India International Science Festival (ISSF) hosted by MANIT Bhopal from 21st to 24th January 2023. Write in about 400 words. (4 marks)
- IV. Discuss the personality traits that are assessed in Group Discussion. (4 marks)
- V. Write a business letter for the following situation: (4 marks)

Situation: You are organising a conference for your company's sales representatives from all over the country. You have already booked the hotel where the conference will be held and the sales representatives will stay, and have just received a letter of confirmation. However, you need to make some changes to the arrangements. Now think of what kind of changes you might need to make (for example, the number of hotel rooms you need). Write a business letter to the manager of the hotel indicating all your needs. (Invent necessary details).

Course: B. Tech, Semester I

Section: A, B, C, D, E

Subject: Oral and Written Communication Skills

Subject Code: HUM103

Time: 2 hours

Max. Marks: 50

Date: 01/07/2023

Note: All questions are compulsory.

1. Read the following passage and answer the questions which follow it. (10 marks)

Chocolate — there's nothing quite like it, is there? Chocolate is simply delicious. What is chocolate? Where does it come from? Christopher Columbus was probably the first to take cacao beans from the New World to Europe in around 1502. But the history of chocolate goes back at least 4,000 years! The Aztecs, who lived in America, thought that their bitter cacao drink was a *divine* gift from heaven. In fact, the scientist Carolus Linnaeus named the plant *Theobroma*, which means "food of the gods." The Spanish explorer Hernando Cortez went to America in 1519. He visited the Mexican emperor Montezuma. He saw that Montezuma drank cacao mixed with vanilla and spices. Cortez took some cacao home as a gift to the Spanish King Charles. In Spain, people began to drink Cortez's chocolate in a drink with chili peppers. However, the natural taste of cacao was too bitter for most people. To sweeten the drink, Europeans added sugar to the cacao drink. As a sweet drink, it became more popular. By the 17th century, rich people in Europe were drinking it.

Later, people started using chocolate in *pastries*, like pies and cakes. In 1828, Dutch chocolate makers started using a new process for removing the fat from cacao beans, and getting to the center of the cacao bean. The Dutch chocolate maker Conrad J. van Houten made a machine that pressed the fat from the bean. The resulting powder mixed better with water than cacao did. Now, some call van Houten's chocolate "Dutch chocolate." It was easy to mix Dutch chocolate powder with sugar. So other chocolate makers started trying new *recipes* that used powdered chocolate. People started mixing sweetened chocolate with cocoa butter to make solid chocolate bars. In 1849, an English chocolate maker made the first chocolate bar. In the 19th century, the Swiss started making milk chocolate by mixing powdered milk with sweetened chocolate. Milk chocolate has not changed much since this process was invented.

Today, two countries - Brazil and Ivory Coast - account for almost half the world's chocolate. The United States imports most of the chocolate in the world, but the Swiss eat the most chocolate per person. The most chocolate eaten today is sweet milk chocolate, but people also eat white chocolate and dark chocolate. Cocoa and dark chocolate are believed to help *prevent* heart attacks, or help keep them from happening. They are supposed to be good for

the circulatory system. On the other hand, the high fat content of chocolate can cause weight gain, which is not good for people's health. Other health claims for chocolate have not been proven, but some research shows that chocolate could be good for the brain. Chocolate is a popular holiday gift. A popular Valentine's Day gift is a box of chocolate candies with a card and flowers. Chocolate is sometimes given for Christmas and birthdays. Chocolate eggs are sometimes given at Easter. Chocolate is toxic to some animals. An ingredient in chocolate is poisonous to dogs, cats, parrots, small rodents, and livestock. Their bodies cannot process some of the chemicals found in chocolate. Therefore, they should never be fed chocolate.

- I. Why did Linnaeus name the plant *Theobroma*? (2 marks)
- II. How did people first consume chocolate? (2 marks)
- III. How was "Dutch Chocolate" made? Why is it important to use powdered chocolate? (2 marks)
- IV. Write the meaning of the following words. Use the words in your own sentences.
a. toxic b. divine (2 marks)
- V. Write the gist of the passage in approximately 30 words. (2 marks)

2. A. Write the phonetic transcription of the following words: (5 marks)

- a. University b. Culture c. fight d. English e. Thought

- B. (i) Define and differentiate between 'Phonetics' and 'Linguistics'. (1 mark)
- (ii) Define and differentiate between 'References' and 'Bibliography'. (1 mark)
- (iii) Give two examples of 'Bilabial sounds'. (1 mark)
- (iv) Explain the difference between 'Vowels' and 'Consonants'. (1 mark)
- (v) Why were the phonetic symbols introduced? (1 mark)

3. A. Write ten strategies for mastering time management. Discuss any three time management tools. (5 marks)

B. What are the ten qualities for effective leadership? Elaborate your answer with examples. (Word Limit – 300 words). (5 marks)

4. A. Discuss "dogma" as a communication barrier. Write strategies to overcome this barrier. (Word Limit-300 words) (5 marks)

B. What is non-verbal communication? Discuss the following statement: "Silence is more eloquent than words". (Word Limit – 300 words) (5 marks)

5. A. "Government funding for pure science endeavors, such as space exploration, should be reduced in order to direct more funding towards humanitarian science projects."

Write a response (in the form of a paragraph of about 125 words) to express your views regarding the statement mentioned above. Specific instances can be taken into consideration, if needed. (5 marks)

B. Discuss the purpose of conducting group discussions and the different roles played by the participants. Write your answer in about 300 words. (5 marks)