



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 33

Strategies for Report Writing **Part I**

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Preparatory Steps

- ✓ Identify your purpose and scope.
- ✓ Determine your audience.
- ✓ Choose the right method of data collection.
- ✓ Organize the material.
- ✓ Make an outline.



Identify your purpose

Terms of Reference

- It gives you clear instructions.
- Familiarizes with the problem.
- ❖ Spend time in working out the scope of your report.
- ❖ In case instructions are not clear, seek clarification before making a start.

Determine your audience

- Superior officers
- Colleagues / counterparts
- Subordinate employees
- Other Organizations
- Share holders
- Customers and Members of public

Understand the attitude of the readers

Ask yourself, if the reader is:

- Favourable
- Antagonistic
- Familiar



Sources of Data Collection

- Primary Sources
 - Through Personal observation and Investigation
- Secondary Sources
 - Library, Internal, and Internet Sources

Data Collection: Methods

- Personal Observation
- Telephonic Interviews
- Personal Interviews
- Questionnaires



How to assess reader's knowledge?

- Primary reader
- Secondary Reader
- Business relationship
- Reader's knowledge on the particular topic
- Expectations about report

Observation

- To study people's non-verbal behavior
- First hand knowledge
- Investigate behavior
- Observation can be controlled/uncontrolled.

Contd.

- How will it help in data collection?
- Whom to aim at ?
- Identify the information you want to gather.
- Take notes.
- Beware of biases.

Cautions during Observation

- Ignore obstructions.
- Avoid being prejudiced.
- Be specific while recording.
- Keep pen and paper ready.



How to gather data from secondary sources

- Use search engines carefully.
- Avoid visiting other search engines.
- Use specific words and phrases.
- Verify from other channels for accuracy.



Disadvantages of Observations

- Limited method
- Thinks it occurs frequently.
- Costlier /slower
- Observation reports behaviour rather than interprets it.



Telephonic Interview

Advantages:

- ✓ Helps in saving time and rigors of travel.
- ✓ Less chance of refusal by respondents.
- ✓ Covers wide range of people.
- ✓ Requires proper planning and knowledge of non-verbal cues.

Contd.

Disadvantages:

- Detailed data not available
- No observation
- Age, Nationality, Income hidden
- Not much time to orient
- Difficult to secure privacy

