

Ch-1 Communication Skills-I (PART-A)

Q1. What is communication?

Ans. Sharing of information from one person to other by speaking, writing, signals or by any other means is called communication.

Q2. Explain 7C's of Effective Communication.

Ans.

Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

Figure 1.3: 7Cs of Effective Communication

Q.3 Explain Verbal Communication and its Advantages and Disadvantages.

Ans. In Verbal Communication words are used to communicate. This is the most common type of communication. As in this type, words are used so it is very important to use appropriate word otherwise it will cause confusion.

Advantages of verbal communication

It is very easy and quick as you can exchange ideas by saying words.

Disadvantages of verbal communication

Since it depends on words then it is very important to use correct words so that other person can understand easily.

Q.4 Explain Non-Verbal Communication

Ans. Non-verbal communication refers to gestures, facial expressions, tone of voice, eye contact (or lack thereof), body language, posture, and other ways people can communicate without using language.

Q5. Explain 3Ps of Public Speaking.

Ans. Prepare: First of all be prepared for what you are going to speak.

Practice: Practice in front of a mirror helps to overcome the fear of the audience

Perform: Perform in front of people. Take a long breath. This will help you when you are nervous.

Q6. Write down the seven factors affecting perspectives in communication.

Ans. Seven factors affecting perspectives in communication are:

1. Language
2. Visual Perception
3. Feelings
4. Environment

5. **Personal Factor**
6. **Culture**
7. **Prejudice**

Q.7 Explain Communication Process (Cycle) or Elements of Communication.

Ans. Sender: the person who is starting the communication

Message: the information that the sender wants to send

Encoding: The way the sender wants the message to be looked like.

Channel: From which medium the message travels.

Receiver: the person who receives the message

Decoding: What the receiver understands

Feedback: the receiver's response to the message

Q8. Why are communication skills required?

Ans. "Communication is the sharing of information, facts, ideas, opinions or emotions between two or more individuals".

Communication skills are required to:

- **Inform:** Sharing of facts and information with others.
- **Influence:** Counselling, negotiating or simply talking to someone to help reduce the stress can make a change in other person's outlook.
- **Express Feelings:** Talking and expressing your feelings is considered a healthy way to interact with family and friends.

Q9. What is visual communication?

Ans. Visual communication involves sending and understanding messages only through images or pictures. The main advantage of this type of communication is that you don't need to know any particular language for understanding it.

Unit 2 Self – Management Skills

1. What do you mean by self – management skills?

Answer – Your ability to regulate and control your actions, feelings, and thoughts is referred to as self-management skills. It also helps to improve personal and academic goals.

Self-management can also help in the following areas:-

- Reaching your goals
- Developing good habits
- Overcoming challenges and difficulties
- Overcoming bad habits

2. What are the different practices of self management skills?

Answer – Self – management skills are –

- Self – awareness** – Ability to control your values, likes, strengths, dislikes and weaknesses, etc.
- Self – control** – Holding the ability to control your behavior, discipline, and so on.
- Self – confidence** – Believe in yourself and don't be scared to take risks.
- Problem solving** – Understanding a problem and finding the solution.
- Self-motivation** – Try to complete your tasks without any external help.
- Personal hygiene** – Be healthy, clean and smart
- Positive thinking** – Expressing certainty or affirmation even in tough situations
- Teamwork** – Work in team to complete the goals
- Time management** – According to your plan, achieve the task on time.
- Goal setting** – Plan and accomplish the goals within a timeframe.

3. Write a short note on the factors influencing self – management.

Answer – Factors influencing the self – management are patients, cognitive, mental, and behavioral ability to identify disease – related symptoms, seek treatment, and to identify physical, psychological and social changes.

4. Self – management skills strengths and weaknesses?

Answer – Self – management skills strengths and weaknesses –

Strengths –

- Think that you are always good at
- Think about what you do well
- Think about what others appreciate about you

Weaknesses –

- Identify the areas where you struggle and what you find difficult to do
- Accept the feedback you receive from others
- Be positive with feedback and try to improve yourself.

5. Difference between interests and abilities?

Answer – Interests are the things that we enjoy doing ability acquired or natural capacity that enable an individual to perform a particular task with considerable proficiency.

Interest may include –

- Activities you like most to do at school or at home that make you happy.
- Even if no one asks you to do the activity but you want to do it.
- Activities that you like to learn or do in the future.

6. Qualities of self – confidence?

Answer – Qualities of self – confident people –

- a. **Self – belief** – Always believe in yourself and respect the failures, make you successful in life.
- b. **Hard Work** – Work hard to achieve the goal, don't be afraid of failures.
- c. **Positive Attitude** – Positive attitude means focusing on the goal and trying to achieve.

7. How to build self – confidence?

Answer – There are three steps to build self – confidence are as follows –

- a. Step 1: Appreciate achievements & accept failures.
- b. Step 2: Make a goal and try to achieve.
- c. Step 3: Always look on the positive side and be happy.

8. What are the factors that decrease self – confidence?

Answer – Some of the factors which decrease self – confidence

- When we think we are unable to complete a task.
- When you feel bad from the past mistakes, and unmotivated.
- After failure in the first attempt, do not try again to achieve the goal.
- When we are surrounded by people who have negative thoughts.

9. What is the importance of positive thinking?

Answer – A person's attitude can be 'positive' or 'negative'. Positive thinking helps to be successful in life because positive people are always improving themselves. But negative people are always worrying and looking for the bad in things, they never try to overcome the challenges.

Positive thinking produces positive outcomes for you, such as

- Overcoming challenges
- Always be energetic
- Helping others will help you to overcome the challenge of the work.
- Be happy and make others happy.

10. What is the importance of personal hygiene?

Answer – Personal hygiene is very important in our daily life because it helps us

- Create a good image of ourselves
- Stay healthy
- Avoid feeling ashamed in public due to our bad breath, body odor, etc.

11. What is the importance of Grooming?

Answer – The act of putting on clothes is known as dressing. Grooming is the acts of making oneself appear neat, orderly, and smart.

Benefits of Dressing and grooming in daily life

- Look smart
- Make a good impression of ourselves
- Feel confident about ourselves

Q12. Why is self-management important for us?

Self-management can also help in the following areas:-

1. Achieving your goals
2. Adapting good habits
3. Overcoming from the difficulties
4. Overcoming from the bad habits

Q13. What is grooming

Wearing is clothes is known as dressing. Grooming helps to make your self neat, clean and smart.

Q14. What is the purpose of self-management explain?

Purpose of Self-management skills are – Self Awareness, Self Control, Self Confidence, Problem Solving and Self-motivated.

Basic ICT Skills-I

1. Objectives of Information and communication technology? Advantages and disadvantages of ICT.

Answer – Full form of ICT is Information and communication technology. The goal of ICT is to bridge the gap between parents, educators, and students by encouraging sustainable, cooperative, and transparent communication methods.

Advantages of ICT

- Enhanced the modes of communication
- Independent learning platforms Cost – efficient
- Enhanced data and information security
- Paperless – Eliminate the usage of paper
- Better teaching and learning methods
- Web – based LMS tools

Disadvantages of ICT

- Traditional book and handwritten methods are at risk.
- Managing courses online is difficult
- Teachers require experience to handle ICT
- Risk of cyber-attacks and hacks
- Misuse of technology

2. What are the default apps installed on smartphones?

Answer – Some of the default apps installed on smartphones are

- Camera
- Phone
- Calendar
- Mail
- Maps
- Clock
- Message
- Web Browser
- Music
- Google Play store
- Apple Store

3. Differentiate between smartphone vs. tablet.

Answer – **Smartphone** – Smartphones are just like a phone with some additional features, Smartphones are compact and easy to use. Operating systems are the main software. Some of the smartphones use Apple iOS, some are using Android

OS or some are using Microsoft OS. editing the videos or photos is difficult on the smartphone.

Tablet – It is a portable personal computer with a touchscreen interface which makes it more user friendly than the notebook computer. Android OS, Apple iOS or Windows OS are the most common operating systems used in the tablet. As compared to smartphones, tablet screens are bigger in size.

4. What are the features of mobile devices?

Answer – Some of the features present in mobile devices are

- a. **Bluetooth:** Bluetooth is a wireless technology which connects with other Bluetooth devices within 30 feet, you can send photos, songs or video with the help of the Bluetooth.
- b. **Chargeable Battery:** This is a portable power bank which can be recharged. if once the battery is charged you can use this device anywhere.
- c. **Wi-Fi:** Wi-Fi stands for Wireless Fidelity, basically it is a wireless network technology that connects your device to the internet or you can connect to the local area network also.
- d. **Touch Screen:** Touch Screen is an interface where you can manage your device. Whatever information you want to type in the device you can type using the touch screen.
- e. **Cellular network connectivity:** Cellular network connectivity provides the network through which you can make calls.
- f. **Global Positioning System:** It is a navigation system which helps you to find the direction of place using a map.

5. What is the purpose of gestures in mobile devices?

Answer – Gestures help users to interact with the touchscreen. for example if you want to open an app instead of clicking you just touch the app the application will be open.

Some of the gestures in mobile phone are

- a. **Tap and hold:** Tap and hold is similar to right-clicking on a computer.
- b. **Swipe:** Swipe the finger to right, left, up or down on the screen, automatically the page will move to the next page.
- c. **Tap:** Touch the screen with your finger, once, to click.
- d. **Double tap:** Tap the screen twice time quickly the screen will zoom, it is used to making the word appear bigger.
- e. **Drag:** To tap, hold and move your finger across the screen.

f. **Pinch:** To bring your thumb and finger together on the screen automatically the screen will be zoomed in. it is used to making the word appear smaller.

6. What is the basic function of a Computer?

Answer – A computer is an electronic device which can accept data from the user, process the data and generate meaningful results. Computer has a three main units

1. Input Unit,
2. Central Processing Unit (CPU) and
3. Output Unit.

7. What are the different parts of the CPU?

Answer – A computer is made up of multiple parts that work together to perform the processing and effective functioning of the computer.

The CPU performs all the basic arithmetic and logical operations of the computer.

There are three main components of a CPU (Central Processing Unit)

1. Arithmetic and Logic Unit (ALU)
2. Control Unit (CU)
3. Memory Unit (MU)

a. **Arithmetic and Logic Unit (ALU)** – Arithmetic and logical unit performs all arithmetic and logical operations. for example subtraction, addition, division and multiplication.

b. **Control Unit (CU)** – Control Unit instructs the computer system to perform a particular task. It takes instructions from memory and executes them.

c. **Memory Unit (MU)** – Memory Unit used to store data or instructions. there are two type of memory unit

i. **Primary Memory** – Primary memory is also known as main memory. This memory is directly accessed by the microprocessor. Primary memory has two types RAM and ROM

a) **RAM** – RAM stands for Random access memory it is short term memory, RAM is also known as Volatile memory and it stores data temporarily.

b) **ROM** – ROM stands for Read only memory it is long term memory, ROM stores the data permanently.

ii. **Secondary Memory** – The device which is used to store data permanently with the help of external devices is known as Secondary memory. Example – Hard Disk, Flash drive, External drive etc.

8. What is Motherboard?

Answer – A motherboard provides connectivity between the hardware components of a computer. It is also the backbone of the computer and shares the information between them. It is a main circuit board inside a computer that connects input, processing and output devices.

9. How is the data measured in the computer?

Answer – In the memory devices data is stored in the form of bits and bytes. Bit is the smallest unit which represents 0 or 1. combination of eight bits make a one byte. Which store the numerical, letters or symbols value in the memory.

- 8 Bits = 01 Byte
- 1024 Bytes = 01 Kilobyte (KB)
- 1024 Kilobyte (KB) = 01 Megabyte (MB)
- 1024 Megabyte (MB) = 01 Gigabyte (GB)
- 1024 Gigabyte (GB) = 01 Terabyte (TB)

10. Where are the different ports in the computer system?

Answer – A port is a physical docking point using which an external device can be connected to the computer. We can connect our keyboard, mouse, printer and scanner through the port

There are several types of ports that you can use to connect a computer to external devices.

a. **Universal serial bus or the USB port** – USB port is used to transfer data, It also works as an interface for peripheral devices. It connects, such as a mouse or a keyboard or a printer to a computer using the cable.

b. **Display port** – Separate video connector is used for transmitting only video signals. Display port connects the monitor to the display unit. Different types of video connector are available, like High Definition Multimedia Interface (HDMI) and Video Graphics Array depending on the requirement.

c. **Audio ports** – Audio ports are used to connect speakers or other audio devices with the computer. like headphones, speakers or microphone. headphones and speaker port is known as line out port and microphone port is known as line in port.

d. **Ethernet** – Ethernet port is used for connecting computers to the network, with the Ethernet port we can transfer data from one computer to another or we can transfer high speed internet.

e. **Power port** – Power port is used for connecting the computer system to the power supply.

11. Difference between Hardware and Software?

Answer – A computer system consists of two main parts – the hardware and the software.

a. **Hardware** – The physical parts of the computer are hardware, hardware devices can be touch and feel. for example Mouse, Keyboard, Monitor, CPU, etc.

b. **Software** – Software is made by programs; it is a set of instructions used to execute specific tasks. for example Microsoft Office, Operating System, Photo editing software.

12. In computer systems, what is the function of the BIOS?

Answer – BIOS stands for Basic Input/ Output System, Computer automatically runs a basic program called BIOS as soon as it is switched on or the power button is pushed on.

The BIOS first does a self-test. If the self-test shows that the computer is fine, the BIOS will load the Operating System.

13. What are the different types of keys in Keyboard?

Answer –

a. **Function keys** – F1 to F12 are function keys in the keyboard, function keys are used for specific purposes.

b. **Control keys** – SHIFT, CONTROL (CTRL), ALT, SPACEBAR, TAB AND CAPS LOCK are known as a control key, these keys are used as per the demand.

c. **Enter key** – ENTER or RETURN keys are known as Enter key, depending on the brand of computer that you are using.

d. **Punctuation keys** – It includes keys for punctuation marks, such as colon (:), semicolon (;), question mark (?), single quotation marks (', '), and double quotation marks (" ").

e. **Navigation keys** – END, HOME, PAGE DOWN, PAGE UP and Arrow keys are known as navigation keys, these keys are used to move up, down, left or right in the document.

f. **Command keys** – BACKSPACE, INSERT (INS) and DELETE(DEL) are known as command keys. INSERT key allows you to overwrite characters to the right side. The DELETE command key and BACKSPACE key are used to remove typed text, character, or any other objects from the right and left side of the cursor.

g. **Windows key** – Windows key is used to open the Start menu.

14. What are files and folders in a computer system?

Ans. a. File – File is a collection of information different types of files store different types of information. Every file has a file name and extension that identifies the type of file.

b. **Folder** – Folder is a collection of files or a group of files.

15. What is Bandwidth?

Answer – Bandwidth is the amount of data that can be transferred or received every second. and it is measured by bps (Bite per second).

For example, In the water pipe the amount of water transmitted in a certain time is known as bandwidth. The maximum amount of water that can flow through the pipe is maximum bandwidth. Similarly, the amount of data that can be sent or received in the network depends on the bandwidth.

Bits per second are the unit of measurement for bandwidth (bps) in computer networks and in analog devices it is measured as a cycle per second.

Data transfer speed measured by the bits per second.

- 1 Kbps (kilo bits per second) = 1,000 bits per second
- 1 Mbps (megabits per second) = 1,000 kilobits per second
- 1 Gbps (gigabits per second) = 1,000 megabits per second

16. What is the World Wide Web?

Answer – WWW stands for World Wide Web, it is also known as a Web. Web is a collection of websites and a website is a collection of web pages. All websites and webpages are stored in the web server. The Web is a vast network interlinked with each other.

It is made up of

- A web page
- A web browser

- A system to transfer information between the web browser and the web pages

17. What is email?

Answer – An electronic communication invented in the 1970s to do communication faster, Email is fast and easy to use and it can be sent to multiple people at the same time, Email containing videos, documents, spreadsheets etc. can be sent along with the email as attachments.

18. Differentiate type of email provider?

Ans– If you want to create an email account, you can follow any one of the provider

- Gmail (run by Google)
- Yahoo mail (run by Yahoo)
- Outlook mail (run by Microsoft)

19. Differentiate between CC & BCC?

Answer –

- CC** – When you want the email list to be visible to all recipients, and you want to include all the recipients.
- BCC** – When you want to include additional recipients but don't want the recipient to know who else is receiving the email.

20. What are the different types of folders in email?

Answer – There are different folders that could help you manage and organize your emails.

- Inbox** – By default email is received in the inbox.
- Send** – Send folder store emails that you have sent to other peoples.
- Drafts** – When you are writing an email and you have not sent the email to any other user, that time email will be stored in draft by default.
- Trash** – Trash holds deleted email from the inbox. To delete an email, you select an email and then click on the Delete button for it to be moved from inbox to trash folder

21. In email, what is the difference between reply and forward?

Ans. Reply – Replying to an email means that you are answering the mail you have got.

Forward – Forwarding an email is sending the mail to someone else the way you have got.

A. Examples of IT Use in Teacher Practices

Teacher Practice	Example
Classroom content transaction	Using interactive whiteboards or smartboards for real-time teaching.
Assessment of students	Conducting online quizzes using Google Forms or Kahoot.
Library management	Use of digital catalog systems like Koha for searching and issuing books.
Student record management	Maintaining records through Student Information Systems (SIS) like Fedena.

B. Short Answer Questions (About 50 Words Each)

1. What do you understand by the term IT and ITes?

IT refers to Information Technology, involving the use of systems for storing, retrieving, and sending information. ITes (Information Technology-enabled Services) include services like BPO, KPO, and customer support that use IT to improve efficiency and deliver value-added services.

2. What are the pros and cons of using ICT?

Pros include improved communication, access to information, and efficient services. Cons may involve data security risks, dependency on technology, and digital divide issues among users.

3. What precautions are required to ensure that ICT use is safe?

Use strong passwords, update software regularly, avoid sharing personal data online, and use antivirus software. Educating users on cyber safety is also crucial to ensure secure ICT usage.

4. What are the four main sub-sectors in the IT-BPM industry?

The main sub-sectors are BPO (Business Process Outsourcing), KPO (Knowledge Process Outsourcing), LPO (Legal Process Outsourcing), and IT services such as software development and support.

5. Give examples of use of IT in everyday life.

IT is used in online shopping, digital banking, mobile apps for communication, e-learning platforms, and GPS navigation systems. It simplifies tasks and increases convenience in daily life.

6. How is IT used in libraries?

IT helps in managing books through digital cataloging, issuing and returning books using barcodes, and offering access to e-books and digital journals via online platforms.

7. What are the various processes of education where IT is used?

IT is used in lesson planning, online learning platforms (like Moodle), digital assessments, virtual classrooms, and interactive content delivery, enhancing the overall teaching-learning experience.

8. Which software are used in digital communication?

Common software includes Zoom, Microsoft Teams, WhatsApp, Skype, and email platforms like Gmail. These tools enable real-time communication, file sharing, and collaboration globally.

9. For what purpose is IT used in business?

IT is used for data management, online marketing, customer relationship management (CRM), inventory control, and e-commerce operations. It boosts productivity and decision-making in businesses.

10. Which are the prominent areas where IT is used in science and engineering?

IT supports, CAD (Computer-Aided Design), CAM (Computer Aided Manufacturing) simulating Testing and data analysis, robotics, automation, and research documentation. It enhances innovation and precision in scientific and engineering work.

11. List the various uses of IT in a banking system.

IT enables internet banking, ATM services, mobile banking apps, online fund transfers, and customer data management, making banking services faster, secure, and user-friendly.

12. Which are the different areas of healthcare where IT is used? And how?

IT is used in electronic health records (EHR), telemedicine, patient monitoring systems, and hospital management software. It improves diagnosis, treatment, and patient care efficiency.

13. List any 5 websites of the Indian government which provide IT enabled services to the people.

1. www.india.gov.in
2. www.irctc.co.in
3. www.uidai.gov.in
4. www.incometax.gov.in
5. www.nvsp.in

1. Discuss the various types of keys available on a computer keyboard.

A computer keyboard has various types of keys, including alphanumeric keys, function keys (F1–F12), navigation keys (arrow keys, Home, End), control keys (Ctrl, Alt, Esc), special purpose keys (Enter, Spacebar, Delete), and numeric keypad keys. Each type of key performs a specific function for efficient typing and control.

2. Differentiate between Home Keys and Guide Keys.

Home keys are the central row keys where fingers rest while typing (A, S, D, F, J, K, L, ;). Guide keys are raised keys (F and J) that help fingers locate the home row without looking. Home keys support touch typing, while guide keys help in finger placement.

3. What do you understand by Guide Keys? Name the Guide Keys of a (a) computer keyboard (b) typewriter

Guide keys are keys that help the user place fingers correctly on the home row without looking. On a computer keyboard, the guide keys are 'F' and 'J'. On a typewriter, guide keys also include 'A' and ';' in addition to 'F' and 'J' for better finger alignment.

4. Explain the role of typing ergonomics.

Typing ergonomics involves proper posture, hand positioning, and keyboard placement to reduce strain and increase efficiency. Good ergonomics prevent injuries like repetitive strain injury (RSI), enhance comfort, and improve typing speed and accuracy. It includes using correct finger placement and taking regular breaks during typing tasks.

5. Why the use of various typing software is common now-a-days?

Typing software is widely used today to improve speed, accuracy, and finger placement. These programs offer guided lessons, real-time feedback, and progress tracking. With digital literacy becoming essential, typing skills are necessary for education, jobs, and communication, making typing software a popular learning tool.

6. Mention the finger allocation of keys of the Bottom Row of computer keyboard.

The bottom row includes keys like Z, X, C, V, B, N, M, and punctuation marks. Left finger types Z, ring finger X, middle C, index finger V and B. Right index types N and M, middle types comma, ring types period, and pinky types slash and Shift key.

1. In a document all the occurrences of word “this” have to be changed to “these”. Which option is suitable for this and what is the shortcut command used for it?

The 'Find and Replace' option is suitable for changing all occurrences of a word in a document. The shortcut command is Ctrl + H. It helps quickly replace words or phrases throughout the document without manually editing each instance.

2. Which two documents are essential for mail merge?

The two essential documents for mail merge are the Main Document and the Data Source. The Main Document contains the content, and the Data Source includes the variable data like names or addresses to personalize each copy.

3. Explain the concept of Word Processing.

Word processing refers to creating, editing, formatting, and printing text documents using software like Microsoft Word or LibreOffice Writer. It allows the user to easily write and modify content, insert images or tables, and use spelling and grammar tools.

4. List the various software available for word processing.

Various word processing software includes Microsoft Word, LibreOffice Writer, Google Docs, WPS Office Writer, and Apache OpenOffice Writer. These applications help users to create, format, and edit documents efficiently for professional or personal use.

5. Write difference between a text editor and a word processor software. Write the name of any text editor or word processor available in market.

Differences are:

Word Processor	Text Editor
Helps to enter, edit, and format text	Helps to edit plain text
Provides many formatting features like bold, italics, alignment, and page setup	Has no formatting features (only plain text)
Allows inserting tables, images, graphs, etc.	Does not allow inserting such objects

Examples:

Word Processor: Microsoft Word, LibreOffice Writer

Text Editor: Notepad, Sublime Text

6. List the various components of LibreOffice suite. Explain each component in one line.

The main components of LibreOffice are:

- Writer (Word Processor): Used to create and edit text documents such as letters, reports, and books.
- Calc (Spreadsheet): Used for calculations, data analysis, and storing data in tabular form.
- Impress (Presentation): Used to create slide shows with text, images, audio, video, and animations.
- Base (Database): Used to create, manage, and process databases.
- Draw (Drawing Tool): Used to make diagrams, flowcharts, and simple graphics.

vi. Math (Formula Editor): Used to create and edit mathematical equations and formulas.

7. Compare the features of manual typewriter, electronic typewriter and word processing software.

Manual Typewriter	Electronic Typewriter	Word Processor
It is a hardware.	It is a hardware.	It is a software.
Once typed cannot be changed.	Minor changes can be done.	All type of Changes can be done.
No screen to display the contents.	Very small size screen to display the contents.	Entire content is visible on Monitor.
Special symbol can not be inserted.	Special symbol can not be inserted.	Special symbol can be inserted.

8. Explain the different views to display a document.

Different views to display a document in LibreOffice Writer are:

1. Normal View: It is default view in Writer. This view allows to do formatting of document. Page break is visible in this view.
2. Web: This view shows that how your page will look like when you publish your page on internet. Page break not visible in this view

9. What are the various methods for selecting the text in a document? Give the steps to select a paragraph.

Using Mouse:

Drag the mouse → select any part of the text.

Double-click → selects a single word.

Triple-click → selects a line.

Quadruple-click → selects a whole paragraph.

Using Keyboard:

Shift + Arrow keys → select text step by step.

Ctrl + A → selects the entire document.

Steps to select a paragraph:

Place the cursor inside the paragraph and quadruple-click, OR drag the mouse over the entire paragraph.

10. What are the special characters? How can you insert them in a document?

Special characters are symbols not found on the keyboard, like ©, ™, or accented letters. They can be inserted using the 'Insert > Special Character' menu in word processors.

11. How will you count the total words of a document?

To count total words, go to 'Tools > Word Count' in LibreOffice or click 'Review > Word Count' in MS Word. It shows the number of words, characters, lines, and paragraphs.

12. What are the various menu of Writer GUI?

The menus in LibreOffice Writer GUI include File, Edit, View, Insert, Format, Table, Tools, Window, and Help. Each menu contains commands related to document handling and editing.

13. What is the default extension assigned to the document in Writer when you save it? Write down the steps to save the document to Microsoft Word document.

The default extension in LibreOffice Writer is .odt. To save as a Word document, go to File > Save As, choose 'Microsoft Word 2007–365 (.docx)' from the file type dropdown, and click Save.

14. What is the importance of password in the document? How will you protect the document using password in Writer?

A password is important because it protects a document from unauthorized access, ensuring that only people who know the password can open or edit it.

In Writer, you can protect a document by following these steps:

- step 1. Click File > Save As.
- step 2. Check the option "Save with password."
- step 3. Enter a password and confirm it.

15. What is mail merge? Write down the steps to create mailing labels to paste on wedding cards.

Mail merge is the process of merging the main document (letter or certificates) with the mailing address of various persons. It is used to create a series of same documents with multiple addresses. It is used to send invitations, letters or to print certificates for several people.

Steps to create mailing labels are:

- 1. Choose File > New > Labels
- 2. On the Labels tab, select the Database and Table.
- 3. Click the drop-down arrow under Database field and move the required field to Label text area.
- 4. On the Options tab, ensure that the Synchronize contents option is selected.
- 5. Click New Document. You now have a new, single-page document containing a series of frames, one for each label of the selected type and filled with the data source address fields that you selected.

16. What are the advantages of table? Prepare your report card of Class VIII in table format.

Tables help organize data clearly, compare information, and improve readability. It helps to summarize data in the form of Rows and Columns.

17. Write an application to your Principal for field visit to any IT Industry.

Respected Sir/Madam,

I request you to organize a field visit to an IT industry for practical exposure and learning. This visit will help us understand the real-world functioning of software companies. Kindly grant us permission.

Thank you.

Yours obediently,

[Your Name]