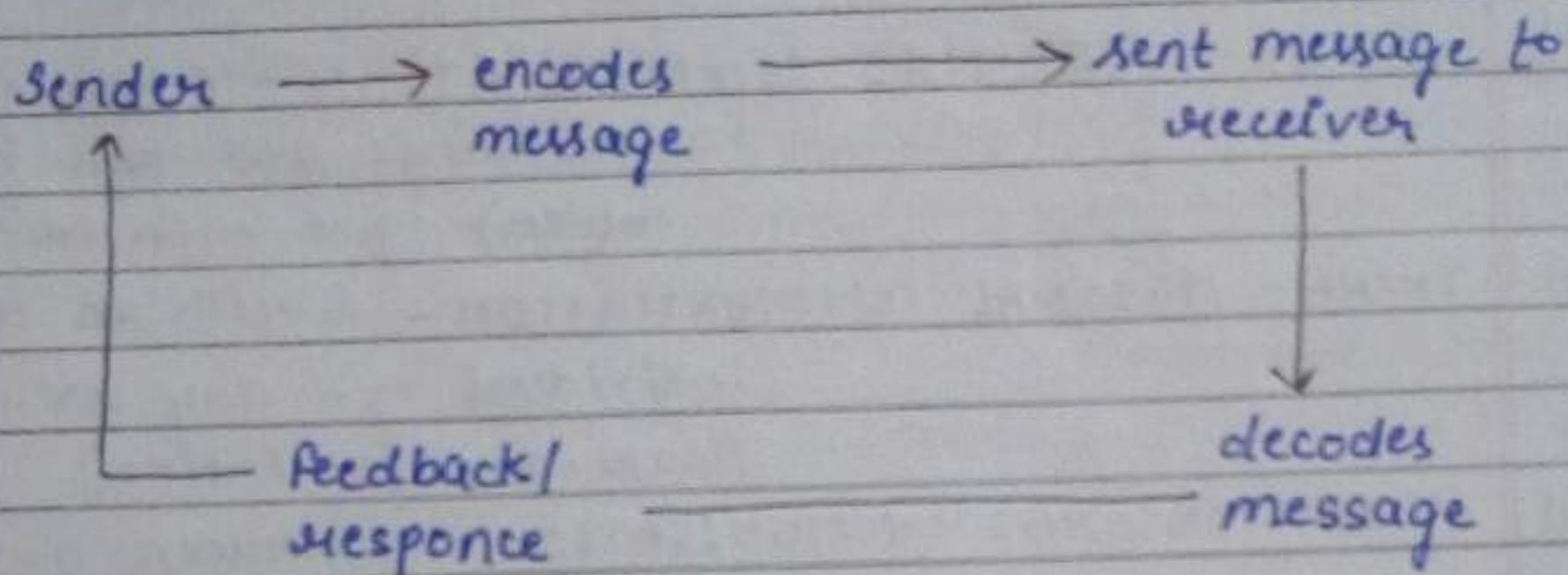


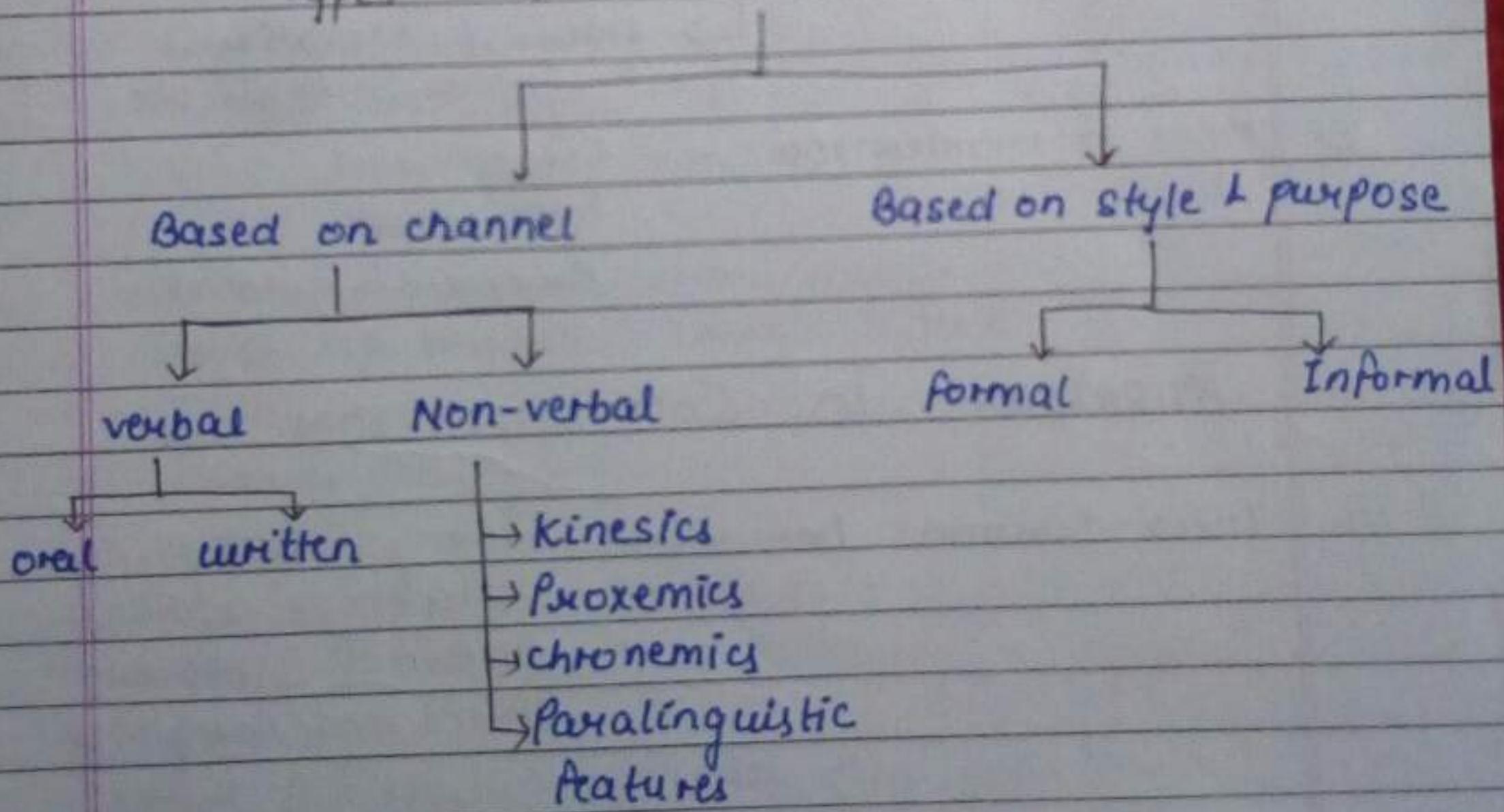
- Difference b/w Technical communication & general communication
- Technical communication & its importance

Date \_\_\_\_\_  
Page \_\_\_\_\_

## PROCESS OF COMMUNICATION



### Types of Communication



## Levels of Communication

- (1) EXTRA-PERSONAL COMMUNICATION - (Between human beings and non-human entities) eg → with animals
- (2) INTRA-PERSONAL COMMUNICATION - (with in the individual eg - day dreaming, planning, speculation)
- (3) INTER-PERSONAL COMMUNICATION - (between two or more persons eg. Team briefing, O.D. etc)
- (4) Organizational
  - external operational comm.
  - internal operational comm.  
eg → telephones, reports etc.
- (5) MASS COMMUNICATION - Large reach  
Impersonal  
presence of gatekeeper.

## BARRIERS TO COMMUNICATION

- (1) Intra personal barrier -
  - wrong assumptions
  - varied perceptions
  - Different Background
  - Impenetrable Categories  
(changes with time)
    - Categorical thinking
    - Wrong inferences.
- (2) Inter-personal com barrier -
  - Noise in the channel
  - cultural variations
  - Poor listening skills
  - Inappropriate verbal and non-verbal messages.

- limited vocabulary
- emotional outburst

- (3) Organizational barrier -
- fear of superiors
  - negative tendencies
  - poor arrangement of furniture
  - long scalar chain (two many transverse stations)
  - non-availability of communication devices.
- Information overload.

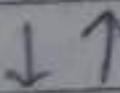
## THE FLOW OF COMMUNICATION

- (1) Vertical communication
  - upward communication
  - downward communication
- (2) Horizontal / Lateral communication
- (3) Diagonal / crosswise communication

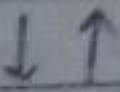
Branch Manager



Sales manager / marketing manager

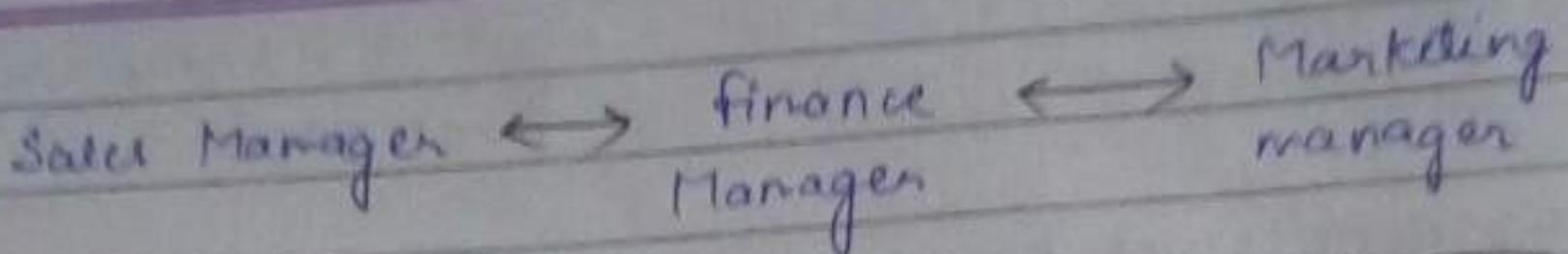


SA executive

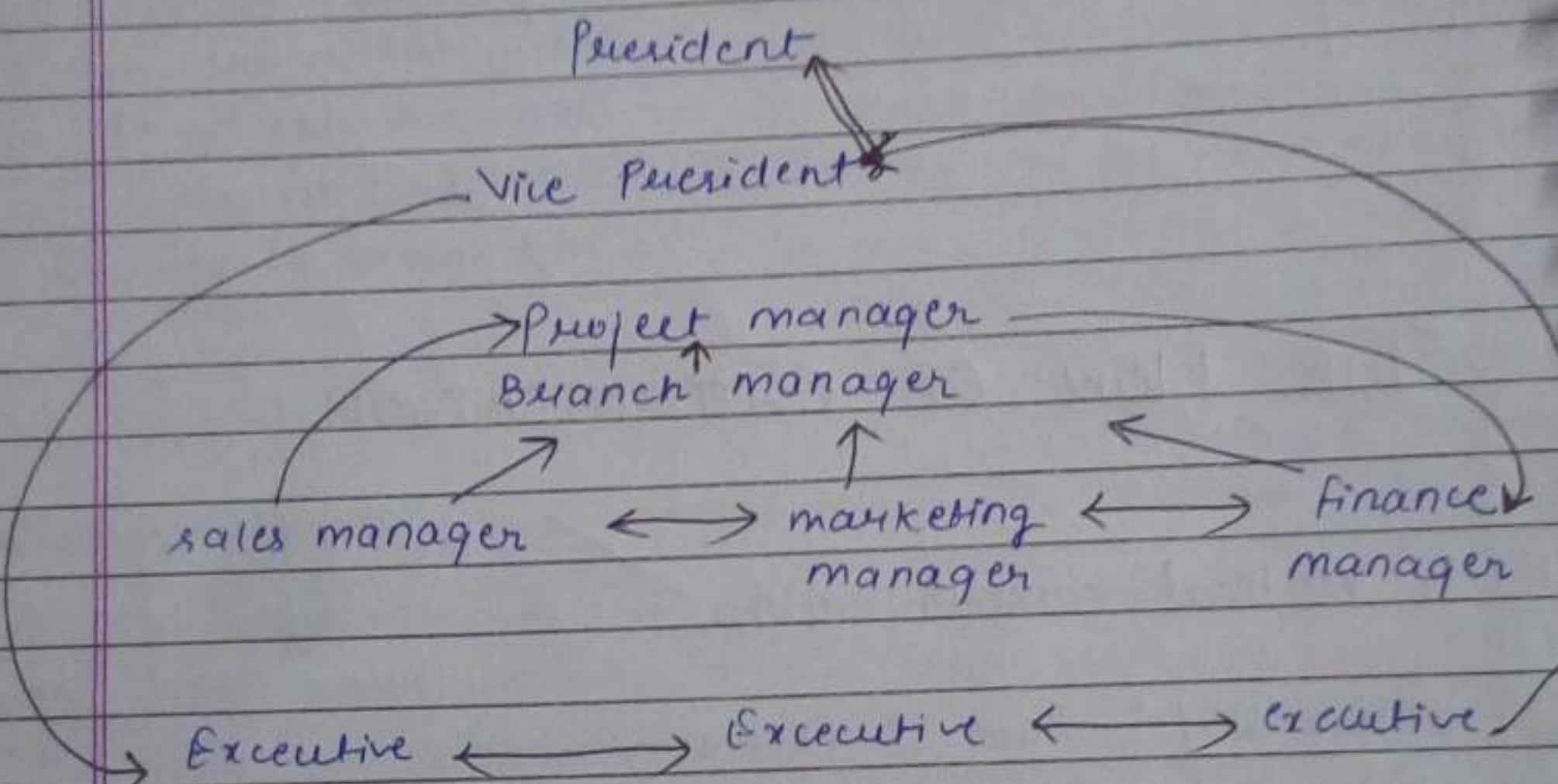


Executive

→ vertical communication



→ Horizontal/ Lateral communication



→ Vertical communication

→ Advantage of upward communication

(1) Employees are given a chance to express their feeling, emotions or personal problem to their seniors

(2) It creates a sense of belongingness amongst the employees within the organization.

(3) employees are motivated to give suggestion for the growth of the organization.

→ Limitations of upward communication

(1) At some time junior feel to be not bold to directly approach to top authority. This channel is often ruined by hypocrites for their personal gains.

### → Downward communication (Application)

- (1) Employee's routine performance is checked by their immediate superiors.
- (2) Feedback is taken by the seniors and accordingly management work upon the feedback for the growth of the organisation.
- (3) Hierarchy is maintained in the channel.

### → Limitations of downward communication

- (1) At times it is too time consuming.
- (2) By following the channel there are chances of losing the significant points.
- (3) Some times this channel sounds inflexible as the authorities become too strict or disciplined.

### Horizontal communication (Advantages)

- (1) This channel gives employees a chance to express their feelings and emotions among each other.
- (2) They released their frustration and get suggestions on particular issues.
- (3) The employees learn to co-operate and co-ordinate with each other which makes them more professional.

### Limitations

- (1) In the absence of co-ordination and co-operation among employees, disputes, clashes of ego may be the natural outcome.
- (2) This channel leads jealousy or prejudices among employees.
- (3) It also marred the professional relation among employees as they develop the feeling of competition among each other.

## → Advantage of Diagonal Communication

- (1) In this channel the top authority seeks confidential information from the juniors.
- (2) Juniors communicate directly with top authority or authorities which breaks the monotony and thus become flexible.
- (3) Employees are free not to follow the hierarchy.

## Limitations

- (1) This channel leads to confusion as no order is maintained.
- (2) Decision can be late & create chaos within the organization.
- (3) Groups and rumours are formed.

# ORGANISING CONTENT

- (1) Introduction
- (2) Discussion (Main Body)
- (3) Conclusion
- (4) Outline

Outline of Effective Presentation Strategies ;  
An outline is very important for effective presentation. It makes a presentation audience centre complete with allotted time.

An outline should include following points;

Give heading in place of long sentences.

Sub heading should be used.

Topic should be clearly mentioned and discussed.

If using audio visual aids or power point presentation slides should be visible to the audience.

Language should be chosen as per the knowledge of the audience.

## Presentation Delivery Tools ;

- (1) PERSONAL ASPECTS - (confidence, sincerity)
- (2) AUDIENCE ANALYSIS
- (3) USE OF VOICE
- (4) APPEARANCE AND PHYSICAL ACTION

University Education develop personality of the students as well as create more and better opportunities for getting jobs!

## PARAPHRASING

The word paraphrase is derived from a Greek source, meaning parallel wording. The Oxford dictionary defines paraphrase as a statement that expresses something that somebody has written or said using different words, especially in order to make it easier to understand. It means that in paraphrasing changes are made only in words but the sense remains unchanged.

The Beauty is Truth And Truth IS Beauty

- The Beauty is truth and  
truth is beauty  
Ye known all earth  
and all ye need to know.

In the given lines, the poet said that the beauty exists in truth i.e., the physical beauty doesn't matter in this world but only your inner beauty. It means a person whose heart is pure and he always thinks positive and stick to the truth the beauty lies with them. The poet also said that the nature also except the truth and what we have to do is to recognise oneself and follow that beauty.

## Role of Listening And Ear Training :-

Language learning requires to master four basic skills namely: listening, speaking, reading and writing. All communication is a two way traffic which requires atleast two parties speaker and the listener. By and large it depends upon the listeners ability how on the comprehension. The oral message through listening but the listener is not actively involved in communication then he/she fails to comprehend the oral message. This entire process can be represented in the following manner.

Sender of the message → message → receiver of the message

thus, listening comprehension may be defined as an ability to understand the messages communicated orally.

### (1) Passive Listening

Sometimes we hear somebody's speech without comprehending it. In such case, the mind perceives no message and thus no communication takes place most of the time such a situation arises due to the inattentiveness of the listener. This type of listening is often known as passive listening. But such type of listening is not desirable in business communication.

### (2) Active Listening.

## REQUIREMENTS FOR EFFECTIVE SENTENCE WRITING

The professionals should inculcate the ability to write effective sentences. Below are listed some requisites which technocrat should pay attention while writing a sentence.

→ Avoid odd Sentence Structure

Serious effort should be made in the construction of sentence absurd sentence structure should be avoided

e.g. A man is standing in black suit. [odd]

A man in black suit is standing. [New]

→ Choice of Appropriate words

words should be selected in accordance with the theme in question

(1) A dog barks. (Not meows, not roars)

(2) Cat lives in houses. (Not in holes and not in dense)

→ Emphasis of short stences

for better read ability and to avoid misunderstanding short sentences should be constructed

→ Avoid Ambiguous sentences

Ambiguity is a major difference to clarity as often cut the meaning of the sentence and its message. To avoid ambiguity it becomes essential that correct word should be placed in the

correct position so that it would be easier to understand the sentences clearly.

→ Consistency  
All sentences should follow some pattern. That is the writer has to choose one type of style formal or informal like wise writer has to use correct grammatical consistency.

→ Paragraph development  
The paragraph has been defined by the Oxford dictionary with distinct units in prose writing. For effective technical communication well structure paragraphing is avoidable in a good paragraph once sentence leads to another it has a logical structure with correct arrangement of the sentences.

### Essentials of Paragraph writing

- (1) Presentation of single idea
- (2) The sequence of well connected sentences
- (3) Unity within in the paragraph
- (4) Conciseness and exactness

### What to avoid for Paragraph writing

- (1) Avoid ambiguous expressions.
- (2) Avoid use of I sounding words
- (3) Avoid the mixture of ideas

→ Techniques  
Paragraph  
is on  
can be  
some b  
unity

Unity  
constru  
how  
ed pa  
outant  
design  
paragraph  
topic  
A po  
non v  
necess  
types

(a) Indu  
In inc  
Howev  
para  
conc  
as  
ment  
and

- (4) Avoid repetition as it leads to boredom  
(5) Avoid the use of proverbs, idioms and figures of speech.

→ Techniques of Paragraph writing  
Paragraph is a distinct unit & it concentrates on a particular idea. Certain techniques can be adopted for developing paragraph. Some basic requirements are given below

### Unity

Unity → All above knowledge of sentence construction will be useless unless we know how to arrange sentences in a well designed paragraph. A paragraph is the most important element of a article and the first design in a paragraph is its unity. One paragraph should explain one topic a new topic should be introduced in a paragraph. A paragraph must neither be very short nor very long unless the occasion makes it necessary to do so. Below we listed some diff types of unity in a paragraph

#### (a) Inductive Order

In inductive order an author moves from particular statement to general statements. The paragraph began with certain inform. and conclude with topic sentence often known as conclusion. The author uses some arguments and illustrations, which lead him to reach conclusion.

Example → Ram dies and Mohan dies. They are human beings hence we can say that man is mortal.

#### (b) Deductive Method

In deductive order the author moves from general statement to particular statements. It is reversal of logical arrangement of inductive order. In the deductive order we have a conclusion reached by reasoning from general laws to the particular case. The topic sentence is usually the first sentence in a paragraph stating some general sentences. This gives the paragraph a direct and straightforward style which most report readers prefers.

Example → Man is mortal. Since Ram and Mohan are man they are mortal

#### (c) Question To Answer Order

In this order the writer begins with a question after that author gives answer to that question. At the very beginning the author announces his purpose.

#### (d) Exposition

In this order the theme is introduced in 1st sentence the entire paragraph is then developed around this topic sentence.

Indirectly the exposition and deductive methods are used at the same time in paragraph.

#### (c) Time Management (order)

This order is a natural order of narration in which one event leads to another.

#### (A) Comparison And Contrast

This order is used when two or more things are compared or contrasted this order emphasizes the difference b/w two subjects and things that are being compared. It is used specially at the beginning of the sentence.

#### (g) Space Order

While describing the location of a place this order is useful.

### COHERENCE

The word coherence literally means consistency. In speech, thoughts, ideas and reasoning which makes the expression clear and easy to understand. In order to make the readers understand the message writing must be coherent and logical. There are 4 significant devices which help to attain coherence mainly -

#### Repetition -

Repetition of certain words also gives coherence to a paragraph. While using the repetition the

writer must be very careful because too much repetition may lead monotony.

(2) PRONOUN -

Pronoun is used as substitute for a noun. This helps in maintaining continuity of thoughts.

(3) SYNONYMS -

Synonyms are used in place of certain words, already used and have similar meaning. This includes variety and helps the writer to avoid monotony.

(4) CONNECTIVES -

Connectives are another device which starts coherence to a paragraph. These connectives such as and, but, or, therefore, as a result, to sum up and in short may be used.

EMPHASIS -

In order to get desired effects in writing the writer gives proper emphasis in a paragraph. A paragraph may contain various facts and ideas. There are 4 techniques which has usually used by the writers.

(1) Emphasis By Position

Generally beginning and ending of a paragraph are more emphatic than the middle part of the writing unit. The first and last sentence of the message, the first & last sentence of a paragraph and the

the first and last word of sentence all carry more emphasis than the middle part, thus the writer should pay attention to the beginning as well as ending of a paragraph.

#### (2) Space and emphasis

It is the most commonly used device, it means to give more space to the idea to be emphasised. The more you say about something the more emphasis you give it and less you say about something less emphasis you give it.

#### (3) Sentence structure & emphasis

Emphasis may be achieved through a specific sentence structure. Important points should be placed in short and simple sentences sometimes emphasis may be achieved by repeating some words. Repetition of words may be used carefully and occasionally.  
Mechanical means

#### (4) Mechanical mean of emphasis

Mechanical devices can also used to give emphasis to an idea such common devices are- underscore (=).

Italics

Bold type

Solid capitals

Ligra

(" ")

like wine colours, drawings, lines and arrows can also be used to get emphasis.

## METHODS FOR DEVELOPING PARAGRAPH WRITING

### (1) Chronological Method

When the matter refers to some developments in terms of time, a chronological order introduces system in its presentation.

The <sup>demand</sup> for electricity is high during winter mornings it is not so high in mid-part of the day especially in sunny day. The demand for electricity is maximum at evening and again comes down little after mid-night.

### (2) Spatial Method

When the matter refers to certain areas, an accurate arrangement of the matter must be preferred to present its systematically.

The consumption of electricity is maximum in metropolitan cities even in the big industrial urban areas it is enormous. The smaller town do not consume so much electricity. The rural parts of the country get the least of it.

## (3) Interrupted Method

Interruption is not a good word to growth a method but some time even interruption can serve a purpose when the matter entire of ideas is given a break and turn in order to produce the desired effects. In such an arrangement topic sentence appears somewhere in the middle of a paragraph. However a commonly used device to enhance this contrast.

During the last 70 known years of Independence India has been trying to catch with a rest of world in the race of progress. Nothing however has been as special as a change brought about by the computer.

Information Technology has boosted the image of India so tremendously that the most developed nations are inviting our IT experts. Computer is rapidly entering into all spheres of our life. Even the smaller town of India offer training programmes in this field.

## (4) Linear Method

Linear means consisting of lines or one dimensional. Each sentence leads to the next one in a paragraph with a purpose of maintaining forward movement and each paragraph can be take step to take us goal. In logical series can be made with an arrangement of

This arrangement can also consist of system of lines.

In the linear method, the first step to handle power theft can be solved by an effective body of enforcement. The second to make engineers accountable b/w paid and unpaid units. The third to check the distribution points periodically. The fourth step can be a total out of political pressures.

## THE ART OF Condensation

Summarizing, condensation or précis writing is an art. It aims at squeezing the meaning of a text or a paragraph into the fewest words. But the précis must have its own unity and coherence. The précis must be coinsize complete and lucid piece of writing. précis means an abstract and abstract means an essence. A précis must contain that essence of the passage that has been squeezed. But when we prepare précis, we have to apply our mind more. This is not an easy task. We therefore learn the art of writing. We can use the following steps to prepare a good précis -

- (1) We go through the passage to group the general idea this must be the soul of the passage.
- (2) We underline the main points and write them in a series. This is the skeleton, the basic structure of our précis. to whether the whole of the original has been reduced to its essential theme, or only a part is being represented.
- (3) Whether the number of words has been contain within the prescribed limit if the number of words has not being given it is advisable to make it one third of the original.

## FORMS OF TECHNICAL COMMUNICATION

### (1) Business Correspondence

Business correspondence means all the correspondence done for the purpose of conducting a business since business activity itself is a multidimensional process including a series of stages in the course of large number of departments with some specific duty such as employment, production, marketing, personal, publicity, collection of views, customer complaints and their settlements.

Business correspondence covers all kinds of letters, notices, reports and proposals written to deal with one or the other aspects of business.

Business Correspondence helps the different component of business to interact and understand the needs of one another and communicate their view points and conveys information to the relevant persons. It includes letters given interaction, making enquiries, complaints, adjustment, sales, credit order letters etc.

### → FEATURES OF BUSINESS CORRESPONDENCE

- (1) Clarity - The letter writing has to be very conscious to avoid ambiguity. Bombastic language can spoil even a well written letter. In order to avoid ambiguity difficult & obsolete words should be avoided.

- (2) Brevity  
"Brevity is the soul of wit" said by Shakespeare  
The writer should be able to represent the subject, matter ~~and~~ brief because too much words lead confusion to cut the beauty of business correspondence.
- (3) Accuracy  
An effective well written letter conveys genuine information.
- (4) Politeness  
Business letter should be courteously written as politeness is a key word in the business world.

## STRUCTURE OF BUSINESS LETTER :

Sender address		
Receiver's designation / name Company name		
12th Sep, 2018 (American style) 12th Sep, 2018 (Oxford University style)		
Date:		
12th Sep, 2018 (English style)		
Greetings (Dear Sir/Mam),		

→  
→  
→

gof  
Next time

Yours sincerely

(Signature)

Xyz

Designation

### Sales Letter

- For promoting the sales of their goods the manufacturer adopt many ways like advertisement, personal contact, door to door canvassing and sales letter. Out of these three the last method is most popular because it enables the manufacturer to reach to the buyer at a very low cost. A good sales letter serves almost all those purposes for which advertisement and canvassing are used.

To: , To → These  
are correct

(1) Heading

(2) Date : Sep 17 2018 17 Sep 2018

(3) Inside address (Receiving's address)

(4) Reference

(5) Sub

Name

(6) Attention line (the sales manager)

(7) Salutation

		If there is hoping to hear from you soon	
(8)	Body of letter	→ If there is hope	If no purchase
(9)	complimentary close	Yours sincerely	How it will be acceptable.
(10)	signature → Name, Date, Purpose	Yours sincerely,	Ran → dictated K.K → type
(11)	Identification marks	Redundant	
(12)	Enclosure		
(13)	Copy of Notation		Name of organization.

## LAYOUTS OF LETTER WRITING :

- (1) Standard Layouts      If we leave 1 inch  
or half inch space  
is called (Indentation)
- (2) Blog Layouts
- (3) Semi - blog layouts

Smith Forward Company  
1290, Kamla Nehru, New Delhi -  
111000

www.sfc.com

smithfor@123.gmail.com

0542 - 22503

To

The Registrars  
HBTU, Kanpur

Sept 18 2018

Dear Sir/ Mam,

I will be in Kanpur on 25th September and

would like to meet you at your office  
to discuss the computer supply that you  
may need in the next year.

I have enclosed our latest catalog. Please note  
the items in yellow highlight. These  
are special means product.

I will contact you later of this week to  
schedule an appointment. If you need to  
get in touch with me call me at 961391  
8530. I look forward to talk with you.

Thank you for your continued business

Yours sincerely  
A.D. - Anamika

Anamika Yadav  
Sales Manager

### Credit letter

The term credit generally means an agree-  
ment that one makes with some business  
establishment to pay later for something.  
One buys "Buy now pay later". It is a  
common practice of business world. Credit  
facilities can be called the facilities on which  
all the major business revolve.

Harcourt Butler Technical Univ  
Nawabganj, Kanpur - 208002  
[www.hbtu.ac.in](http://www.hbtu.ac.in)  
hbtu123@gmail.com  
0512 - 2452.

To,  
The sales manager  
Smith Forward Company

Sept 18 2018

Dear Sir / Mam,  
since we have good business relations with you  
and also the computers manufactured by you are  
the best. We would like to place this order of  
100 (hundred) computers on ninety (90) days credit.  
You may check our credit with Mr. Amit Kumar,  
Manager, Central Bank of India, HBTU campus.

We hope to receive a favourable response at the  
earliest. In case you need any other inform-  
ation, please contact us.

Thank you for your continued business

Yours sincerely  
S. Anamika

Registrar

## Letter of enquiry

Letters of the enquiry request information from the other company, it is one of the most popular business letter. A businessman may write a letter of enquiry asking information about the quality, price and availability of the goods. Such letter should be written in courteous language it should be concise clear and complete. Enquiries may be of two types:

- (1) Solicited enquiry means an enquiry made in response to be advertisement of the seller.
- (2) Unsolicited enquiry means an enquiry made by the buyer at his/her own initiative. Buyer enquires about the goods that he wants to purchase.

Harcourt Butler Technical Uni  
Nowabganj, Kanpur - 208002  
[www.hbtu.ac.in](http://www.hbtu.ac.in)  
[hbtu123@gmail.com](mailto:hbtu123@gmail.com)  
0512-2452

To.

The sales manager  
Smith Forward Company

Sept 19 2018

Dear Sir

There is a event in our college for which we need costumes for our dramatics club. I came to know from the advertisement in Hindustan Times about your company.

We need the costumes on September 30 2018. I wish to enquire the quality of fabrics and also that there would be availability of costumes for all size.

We hope that you would meet to our need and we will pay the amount after receiving the costumes.

Thank you for your help.

Yours sincerely  
Anamika

### letters of quotation

Letters of quotation are ultimately letters of inquiry, seeking information regarding price estimate and other terms and condition of business and such other related matters.

### Letter of order

Orders are the request for dispatch and delivery of the goods either against payment or on credit. Such letters should include particulars with regard to quantity, size and other specifications. When a printed ordered form is used it should have a covering letter.

Harcourt Butler Technical Uni.  
Newalganj, Kangra- 201002  
www. hbtu.ac.in  
hbtu@129.mail.com  
012-24235

To  
The sales manager  
Smith Forward Company  
1290, Kaxi Bagh, New Delhi  
-111000

Sept 19 2018

Dear Sir

There is an event in our college for which we need costume. I came to know the advertisement from Hindustan Times about your company. We need twelve (12) costume for drama club, (16) sixteen costume for dance club and (4) four costume for poetry club.

We want our delivery at September 30 2018 at 4:30 pm. We will pay the amount after receiving the order by cash.

Thank you for your help

Yours sincerely  
Anamika

Human beings are likely to commit mistakes however efficient we are. we may commit mistakes. Important services are sometimes unsatisfactory. routes to wrong destination, late, sometimes less than the required quantity may reach their destination in damaged condition because of faulty packing or improper handling in transaction.

Harcourt Butler Technical Uni.

208002 - Nawabganj kanpur

www. hbtu.ac.in

hbtu @ 123 g-mail .com .

0512-24335

To,

The sales manager

Smith forward Company

1290, kaxolbagh New Delhi

- 111000

Sept 25 2018

Dear Sir

I would like to draw your attention to the delivery of hundred (100) computers send to us as per our order number 112. But the speakers attached to the computers are not working well.

Please find these defective speakers along with this letter. And take necessary action to rectify this

mistake.

We would appreciate and early reply.

Yours sincerely  
Anamika  
Manager.

### Letter Of Adjustment

for long term business relation it is necessary to give proper attention to complain made by the customer so that his good will can be maintain in the market this adjustment letter may be called a letter of settlement also.

## RESUME / BIO-DATA / CURRICULUM-VITAE

A resume is an abstract or selective record of one's professional and educational achievement like formal education, work experience, qualification, abilities and so on. Often the terms like curriculum-vitae and bio-data are used synonym for resume. The word bio-data refers to the biographical details of some body it may include information on about one's background, educational qualifications, skills, abilities, hobbies, interest and other particulars.

### Guidelines for Writing Good Resume.

- (1) The resume should be well written, sentence and paragraph should be short and simple (2) It should be type written
- (3) It should provide all necessary information relating to the applicant, education & experience.
- (4) Any personal information which is not directly related to the job target should be not included
- (5) It should complete in all respects.
- (6) A good resume should include all information i.e., employer needs.

(e) Final submission Information

## RESUME

ANAMIKA YADAV

ENIS - 305 BARRA-3 Janta Nagar - 208027

## RESUME

ANAMIKA YADAV

ENIS - 305, Barra-3

Janta Nagar - 208027

Kanpur, Uttar Pradesh

### POSITION

Software engineer

### OBJECTIVE

To work as a software engineer efficiently.

### EXPERIENCE

- Presently working with TCS, New Delhi from August 2016
- Worked with HCL, Hyderabad as an assistant engineer from August 2015 to July 2016.
- Worked with <sup>NOKIA, Lucknow as an</sup> assistant training engineer from July 2014 to July 2015.

## EDUCATION

- Passed B.Tech from HBTI, Kanpur with 88% in 2014
- Passed Intermediate from BNSD Shiksha Niketan with CGPA 92.3% in 2010
- Passed High School from BNSD Shiksha Niketan with 91% in 2008

## TECHNICAL SKILLS

- Proficient in the use of computer.
- Fluency in english and hindi.
- Received scholarship from IIT, Kanpur.

## REFERENCES:

1 - Name Mr. Amit Kumar, soft  
software analyst  
TCS, New Delhi

2 - Mrs. Anita Agarwal  
Senior engineer  
HCL, Hyderabad

## DECLARATION

I hereby mention that the above information is true in my knowledge

Date : September 25 2018

Place : New Delhi

Anamika  
(ANAMIIKA YADAV)

## JOB APPLICATIONS

Whenever an applicant applies for a job he or she will draft an application letter and send it along with a resume. The purpose of this application is to let the reader know what is sent, why it is sent and how can get candidate benefit by reading it.

### Types of job application

1) **Solicited Job application letter-**  
written in response to announced or advertised the post known as solicited application letter.

2) **Unsolicited Application letter**

Application letters are sent to an organization that has not announced or advertised a post known as unsolicited application letter.

To

The HR manager

October 3 2012

Subject: Application for the post of a software engineer.

Dear Sir/ Ma'am,

I saw your advertisement in the Times Of India on september 15. I have completed my B.Tech in 2014 and after that I am doing job in TCS as an engineer.

I recently completed three month course in java from Hamelton college, USA. My resume is attached with my application.

Hoping to receive a favourable response at per my candidature.

Thank you

Your sincerely

Anamika Yadav

[Anamika Yadav]

## Report

The word report has been derived from the latin word "Reportare" which means to carry back. The report means to carry back to some one who was not present at the description of an event. A report generally means to give an account of something seen, heard, done etc.

## Significance of report writing

- (1) Reports provide information in a scientific ways.
- (2) Reports help in planning new perspectives
- (3) On the basis of reports, the officials evaluate the performance of their employees and that promote them.
- (4) Reports help in keeping records which provides necessary feedback
- (5) Sometimes reports persuade and motivate the leaders.
- (6) A report is a formal document for specific odd audience for specific need

## CHARACTERISTICS OR FEATURES OF REPORT

- (1) Based on facts
- (2) Objective in approach
- (3) No play of imagination
- (4) Clarity used of unambiguous language
- (5) Grammatically accurate.
- (6) Reader oriented.
- (7) Properly documented.

## KINDS OF REPORTS -

- (1) Voluntary or authorised report  
Reports are classified on the basis of their source i.e., to start them. Reports which are prepared over own initiative are known as voluntary or authorised report.

## (2) Routine or special reports

Routine reports are submitted either weekly, monthly, quarterly or annually. Such routine reports are for sales and financial activities.

## (3) Internal or External reports

Reports which are designed for within the organization are known as internal reports. Reports sent to people outside the organization are known as external reports which are generally more formal than internal reports.

## (4) Short and long reports

A short report discuss one point of the problem while a long report takes into consideration a problem in detail.

## (5) Informational And Analytical

Informational reports relate to present data without analysis whereas analytical reports aim at solving the problems by evaluation, interpretation and analysis of data.

## KINDS OF PROPOSALS

### BUSINESS PROPOSALS

Business proposals dealing with any aspect of business, trade and commerce are known as business proposals.

### RESEARCH PROPOSALS

Proposals concerned with a project requiring scientific enquiry or systematic investigation are known as research proposals.

### TECHNICAL PROPOSALS

Proposals related to the technical knowledge and skills are known as technical proposals.

### EXTERNAL PROPOSALS

A proposal written by a company in order to win contracts for work is known as external proposals.

### INTERNAL PROPOSALS

The writer prepares an internal proposals with motive to convince the person or group in authority to allow him to implement his ideas. Internal proposals are submitted within the company.

### SOLICITED PROPOSALS

When a proposal is prepared in response to an invitation from a company or some government or non-government organization, it is known as solicited proposals. Solicited proposals are generally

prepared in response to an advertisement

### UNSOLICITED PROPOSALS

Sometimes a person prepares a proposal about a problem. This type of proposal is developed by an individual without being asked or without any external encouragement. Such proposals are commonly known as unsolicited proposals.

Write a technical proposal to the head of the organization for building gynaeum or hall in the premises. Invent necessary details with cost estimates.

### A Proposal from Gynaeum Hall.

Date: October 24 2018

To : Registrar, HBTU Kanpur

From: Sports' Incharge, HBTU Kanpur

Subject: A proposal for building a Gynaeum Hall

Purpose: This is a proposal for building a gynaeum hall in the premises of Harcourt Butler Technical University.

Summary : The years which the students spend in their university are the formative years of their growth and development. All work and no play often makes the students in-active.

The present proposal is for building a gymnasium hall in the college so that the students will be able to have healthy bodies.

#### Cost Estimate :-

(1) Raw material -	₹ 2,00,000/-
(2) Equipments -	₹ 3,00,000/-
(3) Contingency -	<u>₹ 1,00,000/-</u>
Total cost	₹ 6,00,000/-

Anamika  
(Anamika Yadav)