



**SUMMER – 2013 EXAMINATION**  
**MODEL ANSWER**

**Subject:** Communication Skills

**Subject Code:** 12012

**Important Instructions to Examiners:**

- 1) The answers should be examined by key words and not as word-to-word as given in the model answer scheme.
- 2) The model answer and the answer written by candidate may vary but the examiner may try to assess the understanding level of the candidate.
- 3) In case of some questions, credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 4) The language aspects such as grammar, spelling etc. should be given importance.
- 5) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by candidate and the figure in model answer may vary. The examiner may give credit for any equivalent figure drawn.

**Model Answer**

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	a)	<b>Attempt any TEN of the following questions in 4-5 sentences each:</b> <b>What is a mechanical barrier? Give an example.</b> <b>Ans:</b> The barrier that arises due to problem in machinery or instrument, which is used to transmit the message, is called as Mechanical barrier. Mechanical barriers are interferences of technical sources in the communication process. They are not limited to media forms such as radio, television etc. but also include machines used by those with hearing or speech impairment. For example, a fax message may not be received by the receiver clearly as the quality of print may not be clear. The machine is faulty. Hence, there is a mechanical barrier. <i>(Instruction: Example can vary.)</i>	02	20
	b)	<b>What is formal and informal communication?</b> <b>Ans:</b> The communication in which certain norms, rules and regulations are followed is known as formal communication. It is time, topic and language bound. For example, communication	02	



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1.		between manager and supervisor.  The communication in which norms, rules and regulations regarding time, topic and language are not followed is known as informal communication. Communication between friends, family members, gossips, rumours, hearsay, chat among peers or colleagues is informal communication.		
	c)	<b>Explain diagonal communication with an example.</b> <b>Ans:</b> A person working at a higher level of authority in his organization may be required to correspond with a person working at a lower level or vice versa; this is called as diagonal communication. It may be internal or external communication. It does not follow any set pattern like vertical and horizontal communication. For example, General Manager of Shah Textiles corresponds with the Sales Manager of Raymond International.	02	
	d)	<b>What are the elements in the process of communication?</b> <b>Ans:</b> The elements in the process of communication are as follows: i) Sender: A person who sends the message to the receiver ii) Message: The structured form of thoughts and ideas iii) Media/Channel of communication: A medium through which message is sent to the receiver iv) Receiver: A person who receives the message, decodes it and gives feedback v) Feedback: Response given by the receiver to the sender.	02	
	e)	<b>Define the term communication with an example.</b> <b>Ans:</b> Communication is the process by which information is transmitted between individuals and/or organizations so that an understandable response results.  <b>OR</b> Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons. For example: Teacher is teaching 'Communication Barriers' to the students in the classroom. <i>(Instruction: Other correct definitions of communication can be given full marks. Example can vary)</i>	02 (1 mark for definition)  (1 mark for example)	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	f)	<b>Mention any two advantages of verbal communication.</b> <b>Ans:</b> Verbal communication is the expression of human language by means of oral and written words. Following are the advantages of verbal communication: <ol style="list-style-type: none"><li>1. Abstract ideas, thoughts etc. can be expressed well in words.</li><li>2. The barriers can be overcome easily in verbal communication.</li><li>3. Different shades of meaning can be conveyed.</li><li>4. Sender can tune according to the receiver's comprehension.</li><li>5. It is useful for communicating with a large group of people.</li></ol> <i>(Instruction: Students are expected to write any two advantages)</i>	02	
	g)	<b>Why is feedback necessary during the communication process?</b> <b>Ans:</b> Feedback is necessary because the process of communication remains incomplete without it. It is response to the message, wherein the sender knows if the receiver has received, understood and acted upon the message. Feedback also enables the sender to modify and resend the message as per the need of receiver.	02	
	h)	<b>What is the importance of tables, charts and graphs in communication?</b> <b>Ans:</b> Tables, charts and graphs are important in communication in following ways: <ol style="list-style-type: none"><li>1. They are used for the purpose of comparing and displaying data in a simple, accurate and fast manner.</li><li>2. They have instant effect because of quick perception by receiver</li><li>3. The data can be easily understood in less time.</li><li>4. Data can be presented in a compact form. Several pages of written material can be conveyed through graphical communication easily.</li><li>5. Tables, charts and graphs are also useful when the sender and receiver are not within hearing distance.</li><li>6. They help in focusing the audience's attention and in reinforcing the verbal message.</li></ol> <i>(Instruction: Students are expected to write any two correct points. Points may vary.)</i>	02	



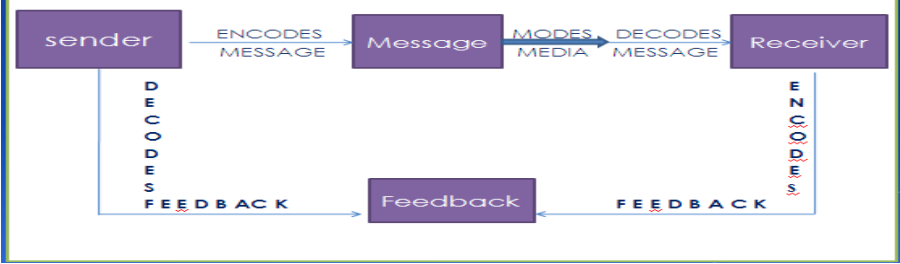
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	i)	<b>‘Communication is a two way process’. Explain.</b> <b>Ans:</b> Communication is a two way process as the sender sends message and the receiver comprehends it and gives feedback to the sender. It is a cyclic process where the roles of the sender and receiver swap rapidly.	02	
	j)	<b>What are the different channels of communication?</b> <b>Ans:</b> The channel is a medium of the message via which a message is delivered to the receiver. There are different channels like air vibration, telephone, microphone, mobile phone, letters, fax, e-mail, television, radio etc.	02	
	k)	<b>State any two principles of communication.</b> <b>Ans:</b> 1. <b>Clarity in stating the purpose:</b> The message should state the purpose clearly. It should be direct in its intention. The sender should have no doubts about the purpose of communication. Only then, he will be able to express his thoughts in a concise or brief manner without giving unnecessary details. 2. <b>Developing Ideas:</b> The spender must put the ideas together in order to present his message in a sequence. Developing idea is a key to successful communication. Encoding of the message should be clear. 3. <b>Evaluating the receiver:</b> It is essential that the sender is aware of who the receiver is. This knowledge helps him in selecting the right words and proper channel. Sender should know receiver’s age, experience, interest, knowledge, efficiency and intelligence, grasping power, and retention power. 4. <b>Creative Message:</b> The text or the content of the message must be framed well. A creative message can make a difference in the understanding level of the receiver. 5. <b>Selection of proper channel:</b> Selection of channel depends on the urgency of the message; the capacity of the receiver and availability of	02	



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1.		<p>the resources to send the message. Proper channel ensures proper transmission.</p> <p><b>6. Eliminating the barriers:</b> sender and receiver are both responsible to make communication smooth. They should anticipate probable barriers and plan accordingly. The barriers of communication need to be removed to convey message effectively.</p> <p><b>7. Clear and correct message:</b> The message should be clear and correct. It should not have any incorrect information or misleading details. For this, the sender should be aware of the purpose of communication. Clarity means it should not arise any confusion or question in the mind of the receiver. There should not be any ambiguity.</p> <p><b>8. Modification of message:</b> Message can be modified according to the requirement and interest of the receiver. If there is a negative feedback, the sender can bring about the necessary changes in order to make the message more effective.</p> <p><b>9. Giving feedback:</b> Sender should ensure that the message receives an expected feedback. Without feedback, effectiveness of the message cannot be judged. Feedback needs to be positive and prompt.</p> <p><i>(Instruction: Students are expected to write any two principles.)</i></p> <p><b>1) Explain the importance of facial expression</b></p> <p><b>Ans:</b> The face is considered an index of our mind. The face helps us to convey several emotions simultaneously. The face is called as 'the organ of emotions' because it expresses a large range of emotions like happiness, surprise, fear, anger, sadness and more. Eyes reveal happiness, surprise or sadness, truth or lies, anger or sorrow etc. The mouth and lips reveal happiness or surprise. Smile communicates cooperation and friendliness, agreement and appreciation.</p>	02	
2.	a)	<p><b>Answer any FOUR in 10-12 sentences each:</b></p> <p><b>Distinguish between oral and written communication.</b></p>	04	16



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																
2.		<p><b>Ans:</b></p> <table><tr><th>Oral Communication</th><th>Written Communication</th></tr><tr><td>1. It refers to speaking with the help of sounds.</td><td>1. It involves sending message by visual signs in form of words and numerical.</td></tr><tr><td>2. It cannot serve as a legal document as records are hardly kept.</td><td>2. It serves as legal document as there is always a permanent record.</td></tr><tr><td>3. It saves time.</td><td>3. It is time consuming.</td></tr><tr><td>4. It is more economical.</td><td>4. It is comparatively expensive.</td></tr><tr><td>5. Different shades of meaning can be conveyed in depth.</td><td>5. Shades of meaning cannot be conveyed well comparatively.</td></tr><tr><td>6. Feedback is quick in oral communication.</td><td>6. Immediate feedback cannot be obtained.</td></tr><tr><td>7. It is more interactive and flexible.</td><td>7. It is less interactive and rigid.</td></tr></table> <p><i>(Instruction: Any four correct points should be given full marks.)</i></p> <p>b) <b>One should keep in mind ‘the audience’ while making an oral presentation. Why?</b></p> <p><b>Ans:</b> One should keep in mind ‘the audience’ while making an oral presentation. The sender must understand the comprehension or the grasping level, age, interest, knowledge, intelligence, retention power, subject knowledge, likes and dislikes of the audience. This knowledge helps him in selecting the right words and proper channel so that the receiver understands the message correctly.</p> <p>c) <b>Explain the process of communication with a block diagram.</b></p> <p><b>Ans:</b> The process of communication is initiated by the sender. Sender encodes and delivers the message through proper modes and media. Receiver receives the message and decodes it. Then he encodes feedback and delivers it to the sender. Sender receives the feedback and decodes it. Thus, the process is cyclic as shown in the following diagram:</p>	Oral Communication	Written Communication	1. It refers to speaking with the help of sounds.	1. It involves sending message by visual signs in form of words and numerical.	2. It cannot serve as a legal document as records are hardly kept.	2. It serves as legal document as there is always a permanent record.	3. It saves time.	3. It is time consuming.	4. It is more economical.	4. It is comparatively expensive.	5. Different shades of meaning can be conveyed in depth.	5. Shades of meaning cannot be conveyed well comparatively.	6. Feedback is quick in oral communication.	6. Immediate feedback cannot be obtained.	7. It is more interactive and flexible.	7. It is less interactive and rigid.	04	
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			04 (2 marks for explanation)																	

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2.			(2 marks for diagram)	
	d)	<p><b>Explain any two psychological barriers. Give one example of each.</b></p> <p><b>Ans: 1. <u>Aversion to Change</u>:</b> It is difficult for a person to accept a drastic change. He is also averse to new development and thoughts &amp; suggestions. For example: If a company changes its work policies suddenly, workers do not accept it.</p> <p><b>2. <u>Impatience</u>:</b> It is observed that the listener/reader is impatient and doesn't listen/read the message conveyed. He registers only a part of the message in his mind and hence the communication remains incomplete. For example: If a student is impatient and doesn't listen to the lecture properly, he/she gets partial knowledge or incomplete information.</p> <p><i>(Instruction: Types and examples of psychological barriers can vary.)</i></p>	04  (2 marks for each point)	
	e)	<p><b>How does the study of communication skill help a technical student?</b></p> <p><b>Ans:</b> The study of communication skills helps a technical student in following ways:</p> <ol style="list-style-type: none"> <li>1. Communication skills are useful to draft letters, applications, reports etc. in a prescribed format.</li> <li>2. It is also useful for him to acquire information.</li> <li>3. It is essential for motivation, planning &amp; co-ordination.</li> <li>4. It is useful for understanding and resolving interpersonal problems within organization.</li> <li>5. It is also helpful in releasing tension.</li> <li>6. It is required for interaction among technical students.</li> <li>7. It is very important to maintain relationship.</li> <li>8. It helps in giving presentations, interviews, meetings, etc.</li> </ol> <p><i>(Instruction: Any four correct points should be written. Points may vary.)</i></p>	04	



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.	a)	<p><b>Attempt any TWO of the following:</b></p> <p><b>As the Principal of your Institute, draft a Notice informing the first year students about an industrial visit arranged by the college.</b></p> <p><b>Ans: MAHARASHTRA POLYTECHNIC</b> <b>M.G. Road, Mulund (West), Mumbai-411 211</b></p> <hr/> <p>13 April, 2013</p> <p><b>NOTICE</b></p> <p>All the first year students are hereby informed that an industrial visit is arranged to TATA Motors Ltd., Wakad, Pune on 19 April 2013 at 9.00 am. All the students should submit the entry fee to Prof. Amodh Gupta latest by 17 April 2013. The entry fee is Rs. 150/- per student. Students should report for the visit at 7:00 am sharp near the college bus stop. Students should come in the uniforms and wear the I-cards compulsorily.</p> <p>Sd/-</p> <p>Ms. Shilpa Bansal Principal</p>	08  (03 marks for format)  (05 marks for matter)	16
	b)	<p><b>You are the magazine secretary of your institute. Draft a circular inviting articles from students to be published in the college magazine.</b></p> <p><b>Ans. SHAHU ARTS AND COMMERCE COLLEGE</b> <b>Indira Nagar, Market Yard, Pune-411005</b></p> <hr/> <p><b>Cir. No.:</b> SACC/2013/Circular/15 13 April 2013</p> <p><b>CIRCULAR</b></p>	08	





Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.		<p>I am pleased to inform all the students that the college magazine will be published in the first week of June 2013. Articles from students are invited for the magazine. The article should be of minimum one page. It should be based on sports, poetry, stories, culture, education, economics etc. It should be submitted to Prof. S. D. Tiwari, Department of Humanities on or before 15 May 2013.</p> <p style="text-align: center;">Sd/-</p> <p style="text-align: center;">Mr. U. N. Jadhav The Magazine Secretary</p>	<p>(04 marks for format)</p> <p>(04 marks for matter)</p>	
	c)	<p><b>As the head of the department, draft a memorandum for the students, who have been found using mobile phones in the college premises. Warn them of stern action.</b></p> <p><b>Ans. M. E. M. POLYTECHNIC</b> <b>M.G. Road, Vadgaon, Pune- 411 041</b></p> <hr/> <p style="text-align: right;">13 April 2013</p> <p style="text-align: center;"><b><u>MEMORANDUM</u></b></p> <p><b>From:</b> The Head of the Department</p> <p><b>To:</b></p> <ol style="list-style-type: none"><li>1. Raj Rao, FYCE</li><li>2. Jay Rathod, FYEJ</li><li>3. Vinit Singhania, SYME</li></ol> <p><b>Subject:</b> Using mobile phones in the college premises</p> <p>It has been observed that you were using mobile phones in the college premises on 12 April 2013. You were playing songs loudly which disturbed the lecturers and students. Considering the discipline of the college, use of mobile phone is strictly avoided in the college premises.</p> <p>You are hereby warned not to use mobile phone in the college</p>	<p>08</p> <p>(04 marks for format)</p> <p>(04 marks for matter)</p>	



Que. No.	Sub. Que.	Model answers	Marks	Total Marks
3.		<p>Premises hereafter. If you are found using mobile phone in the premises, fine of Rs. 500/- will be charged. Take note of it and act accordingly.</p> <p style="text-align: center;">Sd/-</p> <p style="text-align: center;">Mr. V. K. Deshmukh The Head of the Department</p>		
4.	A)	<p><b>Write a job application letter for the post of General Manager to Tata Tea Ltd., 15<sup>th</sup> Floor, Cuff Parade, Mumbai 400 005, along with resume.</b></p> <p><b>Ans.</b></p> <p style="text-align: right;">Mr. Santosh C. Kamthe 4, Shivani Complex Pimpri, Pune-17 13 April 2013</p> <p>To The CEO Tata Tea Ltd. 15<sup>th</sup> Floor, Cuff Parade Mumbai-400 005</p> <p><b>Subject</b> : Application for the Post of 'General Manager' <b>Reference:</b> Your advertisement in daily 'Sakal' dated 12/04/2013</p> <p>Dear Sir/Madam,</p> <p>With reference to the above mentioned subject, I would like to apply for the post of 'General Manager' in your reputed company. I have completed SSC and HSC from Maharashtra Board with I<sup>st</sup> grade. I have completed B. SC. (Agriculture) in first class with distinction. I have 3 years experience as a Production Manager in Sharma Agro Ltd., Pune</p>	<p>08</p> <p>(02 marks for format)</p> <p>(02 marks for matter)</p>	08



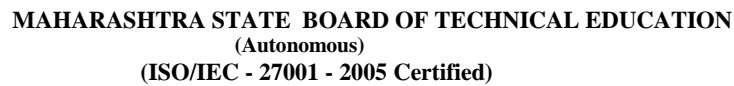
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																				
4.		<p>Given an opportunity, I assure you to work honestly and confidently to take the organization to great heights.</p> <p>Waiting for your favourable reply.</p> <p>Thanking you</p> <p style="text-align: right;">Yours faithfully,</p> <p style="text-align: right;">Mr. Santosh C. Kamthe</p> <p style="text-align: center;"><b><u>RESUME</u></b></p> <p>Mr. Santosh C. Kamthe Flat No.-4,Shivani Complex Pimpri, Pune-17 Mob.***** Email ID:*****</p> <p><b><u>Personal Details:</u></b></p> <p>Date of Birth : 12 June 1989 Health : Good Hobbies : Playing cricket, singing songs. Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p><b><u>Educational Qualification:</u></b></p> <table><tr><th>Sr. No.</th><th>Examination</th><th>Year of passing</th><th>Board /University</th><th>Marks in %</th></tr><tr><td>1</td><td>B. SC. (Agri)</td><td>2009</td><td>Pune</td><td>80.25</td></tr><tr><td>2</td><td>H.S.C.</td><td>2006</td><td>Maharashtra</td><td>75.00</td></tr><tr><td>3</td><td>S.S.C.</td><td>2004</td><td>Maharashtra</td><td>71.00</td></tr></table>	Sr. No.	Examination	Year of passing	Board /University	Marks in %	1	B. SC. (Agri)	2009	Pune	80.25	2	H.S.C.	2006	Maharashtra	75.00	3	S.S.C.	2004	Maharashtra	71.00	(4 marks for resume )	
Sr. No.	Examination	Year of passing	Board /University	Marks in %																				
1	B. SC. (Agri)	2009	Pune	80.25																				
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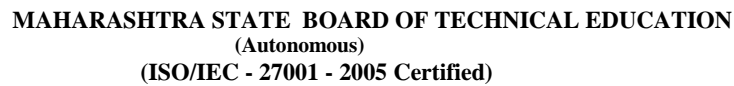
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p><b><u>Extra Curricular Activities:</u></b></p> <ol style="list-style-type: none"><li>1. Member of Sports Club, B. D. College, Pune</li><li>2. Won first prize in elocution competition</li><li>3. Participated in football competition at inter departmental level</li></ol> <p><b><u>Work Experience:</u></b></p> <p>01 August 2009 to till date: 'Production Manager' in Sharma Agro Ltd., Pune (Salary : 20,000/- in the scale of 18000-500-23000)</p> <p><b><u>References:</u></b></p> <ol style="list-style-type: none"><li>1. Mr. R.K. Kapoor Manager, Sharma Agro Ltd., Pune Contact: Mob.*****, Email ID:*****</li><li>2. Mrs. R. D. Jadhav Principal, B. D. College, Pune Contact: Mob.*****, Email ID:*****</li></ol> <p><i>(Instruction: Format &amp; details of resume can vary.)</i></p>		
	B)	<p><b>Write a report to your principal on the general fall of attendance during cricket test match and its resultant academic loss.</b></p> <p><b>Ans.</b></p> <p style="text-align: center;"><b>POONA COLLEGE OF ARCHITECHTURE</b> <b>45/A, Off M.G. Road, Pune -411001</b></p> <hr/> <p style="text-align: right;">13 April 2013</p> <p>To The Principal</p> <p><b>Subject:</b> Report on the general fall of attendance</p> <p>Respected Sir, With reference to the above subject, I regret to inform you about the fall in attendance during cricket test matches which results in academic loss.</p>	08  (2 marks for format)  (6 marks for matter)	08



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																								
4.		<p>Cricket test matches were scheduled from 10 April, 2013 to 12 April, 2013. During that period, most of the students didn't attend the lectures and practicals which results in fall in attendance.</p> <p>The details are as follows:</p> <table><tr><th>Class</th><th>08/04/2013</th><th>09/04/2013</th><th>10/04/2013</th><th>11/04/2013</th><th>12/04/2013</th></tr><tr><td>First Year</td><td>90 %</td><td>89 %</td><td>60 %</td><td>45 %</td><td>40 %</td></tr><tr><td>Second Year</td><td>95 %</td><td>94 %</td><td>65 %</td><td>52 %</td><td>48 %</td></tr><tr><td>Third Year</td><td>87 %</td><td>90 %</td><td>64 %</td><td>55 %</td><td>56 %</td></tr></table> <p><b><u>Causes of the Fall in Attendance:</u></b></p> <ol style="list-style-type: none"><li>1. Students prefer to watch the matches than attending the lectures.</li><li>2. Some of staff members were on leave. Therefore some lectures were not conducted as per the schedule.</li><li>3. Teacher guardian did not take any action against the students' poor attendance.</li><li>4. Most of the students got free passes to watch the match.</li></ol> <p><b><u>Preventive Measures Suggested:</u></b></p> <ol style="list-style-type: none"><li>1. Teacher counselors should counsel the students as the examination is approaching.</li><li>2. Staff members should make alternative arrangements before taking a leave.</li><li>3. Teacher guardian should take action against the students' poor attendance.</li><li>4. Extra lectures should be conducted to cover up the syllabus.</li></ol> <p>I hope that the above suggestion would be taken into consideration to avoid future fall in attendance of the students.</p> <p>Yours faithfully,</p> <p>Sd/-</p> <p>Mr. R. J. Diwan</p> <p>Class Teacher</p> <p><b>OR</b></p>	Class	08/04/2013	09/04/2013	10/04/2013	11/04/2013	12/04/2013	First Year	90 %	89 %	60 %	45 %	40 %	Second Year	95 %	94 %	65 %	52 %	48 %	Third Year	87 %	90 %	64 %	55 %	56 %		
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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p><b>Your friend has met with an accident in the workshop. Prepare a report about the accident as class representative and submit it to the workshop superintendent.</b></p> <p><b>Ans. SHIVAJI POLYTECHNIC</b>  <b>J.M. Road, Shivajinagar, Pune -411001</b></p> <hr/> <p style="text-align: right;">13 April 2013</p> <p>To The Workshop Superintendent</p> <p><b>Subject:</b> Report on the accident in the workshop</p> <p>Respected Sir,</p> <p>With reference to the above subject, I regret to inform you about the accident that took place in our workshop on 12 April 2013 at 1.00 pm. The accident took place while performing the practical of welding. My friend, Master Deepak Chitroda was performing the practical in the workshop. While welding two iron rods, sparks fell on his clothes and he sustained serious burn injuries.</p> <p><b>First Aid Help:</b> Deepak was immediately given first aid by our workshop attendant and later on he was sent to the nearby hospital as the wound was deep. The doctor admitted him to the hospital and treatment was given to him. The doctor suggested him to stay in the hospital for a week.</p> <p><b>Causes of the Accident:</b></p> <ol style="list-style-type: none"> <li>1. The overt reason of the accident was the lack of attention on the part of Deepak Chitroda.</li> <li>2. He was performing practical without wearing the workshop overalls.</li> </ol> <p><b>Suggestions to avoid such accidents in future:</b></p> <ol style="list-style-type: none"> <li>1) Students must wear the workshop overalls while performing workshop practical.</li> <li>2) Training in safety measures should be given to the students.</li> </ol>	08	

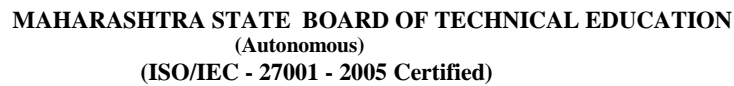


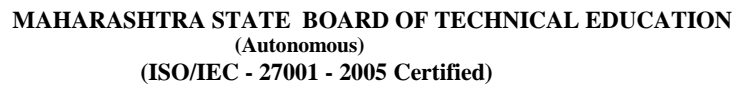
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>3) Instruction charts should be displayed in the workshop.</p> <p>4) All the activities must be carried out in the presence of supervisor only.</p> <p>The above preventive measures should be implemented at the earliest to avoid any accident in the future.</p> <p>This is for your kind information and necessary action.</p> <p>Thanking you</p> <p style="text-align: center;">Yours faithfully/Submitted by,</p> <p style="text-align: center;">Class Representative</p>		
5.	<p>a)</p> <p>b)</p>	<p><b>Attempt any FOUR of the following:</b></p> <p><b>Describe any ONE in about 35-40 words:</b></p> <p><b>i) Laptop:</b> A laptop is an electronic machine that can be used to store information. It is made up of different components like keyboard, inbuilt mouse, screen/monitor etc. When we use a laptop, we give input with the help of keys on keyboard. After processing the command, the desired outcome is displayed on the monitor. The data can be stored by saving the documents.</p> <p><b>ii) Mobile phone:</b> Mobile phone is an electronic device which is used for telecommunication. It is also used for entertainment like listening to songs, watching videos, internet and other related activities. A mobile phone is made up of different components like battery, key pad, screen, body cover, SIM card etc. When we dial the correct numbers, our device is connected with the desired person by the satellite signals</p> <p><b>What is proximity and how is it used as a non-verbal code?</b></p> <p><b>Ans:</b> Proximity means nearness and proxemics is communication through space or distance. Proximity is used as a non-verbal code. The distance or closeness that we maintain among ourselves communicates definite messages. For example, distance is less between two friends while communicating with each other. If we are</p>	<p>04</p> <p>04</p> <p>04</p>	16



Que. No.	Sub. Que.	Model answers	Marks	Total Marks
5.		close to a person in thoughts, we keep very little distance from them. If two persons sit or stand far apart, it shows that there is no closeness in their relationship. This is the reason why the 'boss' always sits on the other side of the table. Physical distance has a psychological effect in our minds. Space, is therefore used, to communicate feelings, thoughts and ideas.		
	c)	<b>What do you understand by the term 'vocalics'? What aspects of it are taken into consideration during presentation of a speech?</b> <b>Ans:</b> The term 'Vocalics' refers to modulation of voice. The pitch of the voice expresses various forms of emotions like delight, excitement, grief, boredom etc. Voice modulation enhances the delivery of speech. A good voice with modulation expresses good communication. Tone, modulation and pitch of the voice are taken into consideration during presentation of a speech. The presentation can be more effective with the help of these aspects of vocalics. It helps creating good impression on the audience and maintain their attention.	04	
	d)	<b>What is chronemics? Give an example where a sender used it effectively.</b> <b>Ans:</b> Chronemics is related to utilization of time. It is communication with the help of time. We use time to convey certain messages. If we do not wish to do something, we delay our action till it is unavoidable. Similarly, when we wish to convey our dislike or annoyance with a person, we make him wait for a long time before meeting him. For example, Riya got promotion at early age as she conveyed her punctuality and efficiency by using the available working hours effectively.	04	
	e)	<b>State the non-verbal code which is used in the following situations: (gestures, proxemics, haptics, facial expression, chronemics)</b> <b>Ans. i)</b> You go late to a party which you did not like to attend - <b>Chronemics</b>	01	
		<b>ii)</b> On your birthday, your grandmother touch your head to say 'Good luck' - <b>Haptics</b>	01	



[illegible]



Que. No.	Sub. Que.	Model Answers						Marks	Total Marks
6.		Sr. No.	Item	Code No.	Qty (Pcs.)	Rate (Rs./ Pc.)	Amount		
		1.	Spark plug	SP-45	05	50/-	250/-		
		2.	Brake brushes	BB-22	12	200/-	2400/-		
		3.	Head light lamps	HLL-5	06	70/-	420/-		
		Total:					3070/-		
		Please let us know the terms and mode of payment. We would earnestly request you to allow us a cash discount @ 2% for payments made full and final as indicated by you. We would also like to know the mode of transport.							
		You may consider this as a trail order and we shall place orders with your company on a regular basis once the items supplied against this order are successfully used in the cars manufactured by us.							
		Kindly ensure safety packaging of the materials. We expect the delivery within 10 days.							
		Yours faithfully, Sd/-							
		Mr N. K. Nath Materials Manager							
OR									
Write a complaint letter to the Bank manager bringing to his notice, certain errors in the credit and debit figures in the company account and requesting him to carry out necessary correction.						08			
Ans. RAJ MOTORS LTD Satavnagar, Hadapsar, Pune-411043						(04 marks for format)			
Ref. No: RML/2013/Complaint/ 1157 16 April 2013									
To									
The Bank manager									
Bank of Maharashtra									
Satavnagar Branch, Hadapsar									
Pune-411043									



Que. No.	Sub. Que.	Model answers	Marks	Total Marks									
6.		<p><b>Subject:</b> Errors in the credit and debit figures in the company account</p> <p>Dear Sir,</p> <p>We have been associated with Bank of Maharashtra since 1997 for all kinds of financial transactions. It must be appreciated that you have been satisfactorily providing the services. I want to bring to your notice that there are some errors in the credit and debit figures in our company account. Rs. 5,00,000/- was credited on 12 April 2013. However it was entered in the statement as Rs. 50,000/- .</p> <p>Rs. 15,00,000/- has been debited on 13 April 2013. However account statement shows it as Rs. 16,00,000/-. Kindly look into the matter and do the needful at your earliest.</p> <p>Thanking you</p> <p style="text-align: right;">Yours sincerely, Sd/-</p> <p style="text-align: right;">Mr. N.K. Nathani Accountant</p>	(04 marks for matter)	08									
	B)	<p><b>Attempt any ONE of the following:</b></p> <p><b>The Union Government has allocated a fund of Rs. 800 crores to different sectors. In this distribution of aid.</b></p> <table><tr><td><b>Health and family welfare</b></td><td><b>Rs.150 crores</b></td></tr><tr><td><b>Department of scientific and medical research</b></td><td><b>Rs. 200 crores</b></td></tr><tr><td><b>Department of trial welfare</b></td><td><b>Rs. 100 crores</b></td></tr><tr><td><b>Department of defence research and development</b></td><td><b>Rs. 250 crores</b></td></tr><tr><td><b>Department of child welfare</b></td><td><b>Rs. 100 crores</b></td></tr></table> <p><b>Prepare a Pie Chart showing the breakup of financial aid in %.</b></p>	<b>Health and family welfare</b>		<b>Rs.150 crores</b>	<b>Department of scientific and medical research</b>	<b>Rs. 200 crores</b>	<b>Department of trial welfare</b>	<b>Rs. 100 crores</b>	<b>Department of defence research and development</b>	<b>Rs. 250 crores</b>	<b>Department of child welfare</b>	<b>Rs. 100 crores</b>
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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																																					
6.		<p><b>Ans:</b></p> <table><tr><th>Sr. No.</th><th>Sector</th><th>Amount in crores</th><th>Calculation</th><th>%</th><th>Angle/degree</th></tr><tr><td>1.</td><td>Health and family welfare</td><td>150</td><td>150 X 100 / 800</td><td>18.75</td><td>67.5<sup>0</sup></td></tr><tr><td>2.</td><td>Department of scientific and medical research</td><td>200</td><td>200 X 100 / 800</td><td>25</td><td>90<sup>0</sup></td></tr><tr><td>3.</td><td>Department of trial welfare</td><td>100</td><td>100 X 100 / 800</td><td>12.5</td><td>45<sup>0</sup></td></tr><tr><td>4.</td><td>Department of defence research and development</td><td>250</td><td>250X 100 / 800</td><td>31.25</td><td>112.5<sup>0</sup></td></tr><tr><td>5.</td><td>Department of Child Welfare</td><td>100</td><td>100 x 100 /800</td><td>12.5</td><td>45<sup>0</sup></td></tr></table> <div><div></div><div><div>Legend</div><div><div>Department of scientific and medical research</div><div>Department of trial welfare</div><div>Department of defence research and development</div><div>Department of child welfare</div></div></div></div> <p><b><u>Pie Chart showing fund allocation to different government sectors</u></b></p> <p style="text-align: center;"><b><u>OR</u></b></p> <p><b>Prepare a table, showing the comparison of total marks out of 500 each, secured by 10 students of class IX in the terminal and final examination during the academic year 2010-2011.</b></p> <p><b>Instructions:</b></p> <p><b>i) Assume the marks obtained by each student in two examinations</b></p> <p><b>ii) The table must also bear exam seat no, total marks out of 1000 and rank of each student.</b></p>	Sr. No.	Sector	Amount in crores	Calculation	%	Angle/degree	1.	Health and family welfare	150	150 X 100 / 800	18.75	67.5 <sup>0</sup>	2.	Department of scientific and medical research	200	200 X 100 / 800	25	90 <sup>0</sup>	3.	Department of trial welfare	100	100 X 100 / 800	12.5	45 <sup>0</sup>	4.	Department of defence research and development	250	250X 100 / 800	31.25	112.5 <sup>0</sup>	5.	Department of Child Welfare	100	100 x 100 /800	12.5	45 <sup>0</sup>	(02 Marks for calculation)	(02 mark for legend & title)	(04 marks for presentation)
Sr. No.	Sector	Amount in crores	Calculation	%	Angle/degree																																				
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			08																																						



Que. No.	Sub. Que.	Model Answers				Marks	Total Marks		
6.	b)	<b>Ans:</b>					(1 mark for title)  (7 marks for table)		
		<b>Class: IX</b>		<b>Div.: A</b>		<b>Academic Year: 2010-2011</b>			
		<b>Sr. No.</b>	<b>Exam Seat No.</b>	<b>Terminal Exam (Out of 500)</b>	<b>Final Exam (Out of 500)</b>	<b>Total Marks (Out of 1000)</b>			<b>Rank of the student</b>
		1	450124	350	416	766			4
		2	450125	400	425	825			1
		3	450126	402	408	810			3
		4	450127	158	250	408			10
		5	450128	345	400	745			6
		6	450129	345	390	735			7
		7	450130	250	275	525			9
		8	450131	403	409	812			2
		9	450132	368	391	759			5
		10	450133	298	361	659			8
<b><u>Table showing comparison of terminal and final examination marks</u></b>									
<i>(Instruction: Data in the table may vary. Student must prepare column on examination seat no., total marks out of 1000 and rank of each student.)</i>									