

WINTER – 2012 EXAMINATION

MODEL ANSWER

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Subject & Subject Code: Communication Skills (12012)

Que. No.	Sub. Que.	Model answers	Marks	Total Marks
1	a	Communication is a two way process as the sender sends some message and the receiver comprehends and gives response to the sender. It is a cyclic process where the roles of the sender and receiver swap rapidly.	02	20
	b	Encoding is a process of changing the information into some form of logical and coded message understandable to the receiver. It helps the sender to put the disorganized ideas and thoughts in proper code.	02	
		OR		
		Encoding involves the ciphering (to put in to signs and symbols) of the message understandable to the receiver.		
	c	Following are the various types of communication:	02	
		1. Formal and Informal Communication		
		2. Internal and External Communication		
		3. Vertical: a)Upwardb) Downward4. Horizontal Communication		
		5. Diagonal Communication		
		6. Verbal Communication : a)Oral b)Written		
		7. Non-verbal Communication : a) Body Language b) Graphic Language		
		(Instructions: Writing subtypes is not compulsory.)		
	d	Sender ENCODES MESSAGE MODES DECODES MEDIA MESSAGE Receiver E N C O D E S FEEDBACK FEEDBACK FEEDBACK	01	
		 a) Sender: A person who sends the message to the receiver is called as sender. b) Message: The structured form of thoughts and ideas is called as message. c) Media/Channel of communication: Channel is medium through which message is sent to the receiver. 	01	



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks
1.	e)	 d) Receiver: A receiver is a person who receives the message, decodes it and gives feedback. e) Feedback: It is the response given by the receiver to the sender. Gestures are actions performed in order to convey one's thoughts, feelings, or intentions. A gesture refers to the use of fingers, hands and 	02	
		arms for expressions. E.g. Pointing finger, folded arms, tapping fingers etc.		
	f)	Psychological barriers are related to anxiety, anger, pride, dislike, prejudices etc. a person develops from childhood. It includes resistance to change, closed mind, prejudice, emotions, inattentiveness, impatience, distraction etc.	01	
		e.g. 1) If a company changes its work policy suddenly, workers will not accept it. This is aversion to change. 2) If the listener/reader is impatient and doesn't listen/read properly, he/she gets partial knowledge or incomplete information.	01	
	g)	Feedback is the final link in the communication cycle. The process of communication remains incomplete if there is no response or feedback from the receiver. It is response or reply to the message, wherein the sender knows if the receiver has received or understood and acted upon the message as per the need and capacity of the receiver. Feedback also enables the sender to modify and resend the message as per the need of receiver.	02	
	h)	Diagonal communication takes place between people working at different hierarchical level in different departments or organizations. It does not have any set norms as other forms of communication.	01	
		For Example: An accountant communicates with the team manager of 'designing department' regarding his salary structure.	01	
	i)	Downward Communication takes place when a person working at higher level communicates with the person working at lower level in an organizational hierarchy. In order that the message is received clearly and accordingly the subordinates work upon it, the communication is generally authoritative in nature.		
	j)	In grapevine communication, the conversation is listless and goes beyond the scope of purpose as it usually includes gossip, rumours, hearsay etc. It should be checked and controlled so that rumours are not spread, a person's character is not ruined and quality time is not wasted.		
	k)	A communication event is a single unit of conversation which can be represented in the form of communication cycle.	01	



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Que.	Sub.	Model engineers	Morlza	Total
No.	Que.	Model answers	Marks	Marks
		E.g. Teacher teaches communication barriers to the students in the classroom. The students answer the questions. OR	01	
		Feedback: Receiver		
		Student's Answers Students		
		(Instruction: Examples can vary; Correct examples in the written form or in the form of communication cycles, should be given full marks.)		
	1)	Receiver receives the message sent by the sender. He then decodes the message and tries to understand it. On basis of understanding, receiver gives response to the sender which is called as feedback. (Instructions: In every answer, the language and examples may vary. Examiner should give the marks considering the related points covered.)	02	
2	a)	To make communication effective and flawless, the principles of effective communication are of great help. Some of them are as	mark	16
		follows: 1) Evaluating Receiver: The sender must assess and analyze the receiver before conveying the message. The encoder must understand the comprehension or the grasping level, background, subject knowledge, likes and dislikes, interest and retention power of the decoder.	for each princ- iple	
		2) Eliminating barriers : To make communication effective both sender and receiver should remove different barriers. Few barriers can be eliminated if the receiver listens carefully and / or reads with concentration.		
		3) Feedback: It is final and important link in communication cycle. It is response to the message, wherein sender knows that the receiver has received, understood and acted upon the message. Enough time should be given to the receiver to express what he feels or		
		understands. 4) Creative message: It is necessity of some situations to deliver creative messages. It creates a good impression about the sender in the mind of the receiver. It also helps to attract the audience. (Instruction: Any four principles may be explained by the Students.)		



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Que. No.	Sub. Oue.	Sub. Que. Model answers					
2	b)	Oral Communication	Written Communication	1 mark	Marks		
		1. It can not be served as a legal document as records are hardly kept.	1. It serves as legal document as there is always a written proof.	for each			
		2. It saves time.	2. It is time consuming.	differ- ence			
		3. It is more economical.4. Meaning can be explained in depth.	3. It is comparatively expensive. 4. Meaning can not be explained due to limitation of writing.				
		(Instruction: Minimum FOUR Differences can vary.)	differences should be written.				
	c)	It is a barrier in which physical so things of the physical world, may disturbs the communication directle related to noise, time and distance.	p or other environmental objects	01			
		Examples: 1) As the train was pas Vasant asked Mrs. Sharma, "What is angry and started shouting because birth is mine". Here the noise of communication.	s the time? "Mrs. Sharma got very e she heard Mr. Vasant say, "The	03 marks for exam- ples			
		2) When Mr. Robin, who stays in residing in Pune at 11:30 a.m. by hannoyed because the sender and records.	nis watch. Mr. Chatterjee was very				
		3) Students sitting on the last bence boring since they could not hear the microphone.	- ·				
		4) During a festival, Raj could not he given by his boss due to the noise of	1 0 0				
	d)	D E C O D E E S	MODES DECODES MEDIA MESSAGE Receiver N C O D E N C O D E E N C O D D E E N C O D D E E N C O D D D E E N C O D D D E E N C O D D D D E E N C O D D D D E E N C O D D D D E E N C O D D D D D D D D D D D D D D D D D D	02			



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Que.	Sub.		3.6.1	Total
No.	Que.	Model answers	Marks	Marks
2.		Communication takes place in following ways: Sender encodes and delivers the message through proper modes and media. Receiver receives the message and decodes it. Then he encodes feedback and delivers the feedback to the sender. Sender receives the feedback and decodes it.	02	
	e)	Silence acts as a mode of communication. It is a non verbal mode. It is said that 'Silence is golden'. This phrase conveys everything in terms of silence. Sometimes silence conveys message that makes communication process complete. If the speaker is expressing grief, there is silence which expresses solemn emotion. Silence helps in solving heated arguments between two persons. If both are shouting, there is no solution. If one amongst them choose to be silent, then the tension between the two calms down and paves the way for discussion to sort out the matter. Silence is also viewed as a mark of respect to elders. E.g. if a teacher scolds a student for coming late, the student would either give an excuse or be silent.	04	
3	a)	B. N. PATOLE POLYTECHNIC Plot No552, Wakad, Pune-411 001.	4 marks	
		Date: 23/11/2012	For Format	
		<u>MEMORANDUM</u>		
		From: Workshop Supervisor		
		To: Students Subject: Not attending Workshop sessions with the prescribed uniforms.	,	
		It has been continuously observed that many students attend the workshop sessions without the prescribed uniforms even after many reminders. As the students perform the practical work in ordinary clothes without wearing the uniform, safety shoes, goggles etc., many times it leads towards students getting injured. The injuries might happen with eyes during welding, hands while heating or picking up some job.	4 marks For Matter	
		Considering the harmful consequences, if the dress code is not followed hereafter, a stern action will be taken against the concerned students.		
	İ			
		Sd/-		
		Sd/- Mr. V. K. Deshmukh Workshop Supervisor		



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks
3	b)	MAHARASHTRA OIL INDUSTRIES LTD. Plot No102, Gupta Towers, Mumbai-411 211.	4 marks	Warks
		Date: 23/11/2012	For Format	
		<u>NOTICE</u>		
		This is to inform all the members of the Board of Directors that a meeting has been scheduled on Saturday, 1 December 2012 to discuss some important issues. The meeting will be conducted in Conference Hall at the registered office of the company from 4.00pm to 7.00 pm.	4 marks For Matter	
		Kindly make it convenient to attend the meeting.		
		Sd/-		
		Ms. Shilpa Bhosale Secretary		
	c)	SUNNY HEAVY INDUSTRIES 14/52, Industrial Area, Chakan, Pune-411 111.	4	
		Date: 23/11/2012	marks For Format	
		<u>MEMORANDUM</u>		
		From: Production Manager		
		To: The Worker		
		Subject: Excessive casual leaves of workers		
		This is a serious issue to think about that the industry could not meet its production target for the month of October. The investigations regarding less production prove 'excessive casual leaves by workers' to be the major reason. This has also affected the financial status of the industry.	4 marks For Matter	
		All the workers are strictly instructed that continuation of such trend will result in reduction of their bonus.		
		Sd/-		
		Mr. S. S. Pawar Production Manager		



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks
4	A)	Patil Balaso N. Flat No-4, Shivani, Pimpri, Pune-17. Date: 23/11/2012.	2 marks For Format.	8
		To, The Manager, Raj Electricals, Princess Street, Mumbai-04. Reference: Your advertisement in daily Sakal dated 22/11/2012. Subject: Application for the Post of 'Electrical Engineer'		
		Sir/Madam, With the reference to the above mentioned subject, I would like to apply for the post of 'Electrical Engineer' in your reputed organization. I have passed SSC and HSC from Maharashtra Board with 1st grade. I have completed B.E. (Electrical Engg.). I have more than 2 years experience as a Trainee Engineer in Sharma Electricals Ltd. Given an opportunity, I assure you to work honestly and do my best to prosper your organization. Waiting for your favourable reply. Thanking you,	2 marks for matter	
		Yours faithfully,		
		Mr. B. N. Patil		
		Resume Mr. Patil Balaso N. Flat No4,Shivani.Complex, Pimpri,Pune-17. Mob.******* Email ID:********	4 marks For resume	
		Personal Details:Date of Birth: 12/06/1989Health: GoodHobbies: Playing cricket, Singing songs.Nationality: IndianLanguages Known: Marathi, Hindi, English.		



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Que. No.	Sub. Que.	Model answers						Total Marks
4.		Education	nal Qualification	<u>1:</u>				
		Sr. No.	Examination	Year of passing	Board /University	Marks		
		1	B.E. (Electrical)	2010	Pune	80.25		
		3	H.S.C. S.S.C.	2006 2004	Maharashtra Maharashtra	75.00 71.00		
			rricular activitio		Transition 1	71.00		
		1. M 2. W 3. Pa	ember of Sports (on First prize in Intricipated in sport Experience:	Club, AISSMS Paper Presenta	tion			
		Elec (Sa	August, 2010 till ctricals Ltd, Pune alary: 20,000/- in es: 1. Mr. R.K. S	e. the scale of 1				
		Kererene	Manager, Sl Contact: Mo	harma Electric ob.********	als Ltd, Pune. , Email ID:***	*****		
		2. Mrs. R. R. Jadhav Principal, AISSMS College of Engineering, Pune. Contact: Mob.********, Email ID:******* (Instructions: Format & details of resume can vary)						
	B)a)			TIL POLYT Shivajinagar,	ECHNIC Pune-411 001.		2 marks	8
					Date: 23/ 2	11/2012	for format	
		To, The Princ	ipal					
		Subject: Report on the accident in the workshop Sir, With reference to the above subject, I regret to inform you about the accident that took place in our workshop. Date of accident: 22 nd November, 2012. Place of accident: Workshop. Time of accident: 1.00 pm						



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks
4.		Particulars of the accident: The accident took place while performing the practical of welding in the workshop. Master ABC was performing the practical in the workshop. While welding two iron rods, sparks fall on his clothes and he sustained serious burn.	1	
		1		
		 Causes of the Accident: 1. The overt reason of the accident was the lack of attention on the part of Master ABC. 2. The apron for performing the workshop practical was not worn 	2	
		 by Master ABC. Preventive Measures Suggested: The apron for performing the workshop practical must be worn by the students. Training in safety measures should be given to the students. Instruction charts should be displayed in the workshop. All the activities must be carried out in the presence of supervisor only. 	2	
		The above preventive measures should be implemented at the earliest to avoid any accident in the future.		
		Yours faithfully/ Submitted by,		
		Sd/-		
		Supervisor In-Charge OR		
	B)b)	SHARMA ELECTRICALS LIMITED 1242, Phase -II, Shivajinagar, Pune-411 001.	2 marks for	
		Date: 23/11/2012	format	
		To, The General Manager		
		Subject: Report regarding fall in the production of LCDs and DVD Players Sir,		
		With reference to the above subject, I regret to inform you that there is a sudden fall in the production of LCDs and DVD Players during the last three months. The details of production from July, 2012 are given below:		



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Que.	Sub.	Mode	el answers					Marks	Total
No. 4.	Que.		ils of Production					02	Marks
4.		Sr.	Items	July 2012	Aug 2012	Sept 2012	Oct 2012	02	
		1	LCD	2000	1900	1875	1825		
		2	DVD Player	2500	2450	2430	2400		
		Reas		in production lar supply ction Departs	of electrici	ty is being	g faced by	02	
			3) Many produ4) Assen	nbling machin	on vacation	n which has	affected the		
		Sugg	in the	ver generation company pre	emises.			02	
		 The purchase department should have an additional stock of required spare parts. Workers vacations should be given alternatively ensuring the smooth running of production. Assembling machines should be serviced regularly. The above suggestions can be considered to avoid future fall in the production of LCDs and DVD Players. 							
		Sd/-							
						ion Managei			
5	a)	Computer: Computer is an electronic device which is used for storing information. It is also used for entertainment like listening songs, watching videos, surfing internet and other related activities. A computer is made up of different components like keyboard, mouse, CPU, monitor, scanner, printer etc. When we give instruction with the help of keyboard and mouse, the data is processed in CPU and the desired output is displayed on the monitor. This data can be stored in the memory.							16
	Calculator: Calculator is an electronic device used for computing. It is made up of a numerical keypad, a small display and a cell. It works on cell or solar energy. The cell needs to be replaced after it gets discharged. We give some instructions like add, subtract, divide, multiply etc. with the help of keys on keypad. Scientific calculators help us in solving advanced mathematical problem. After processing the command, the desired outcome is shown on display. (Instruction: Information can vary.)								



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks
5	b)	a) Haptics: Haptics is related to human touch. Haptics means communication with the help of touch. Touch can communicate various messages. It can convey care, concern, affection, encouragement, friendliness, dislike, anger, contempt, violence and hate. The duration and intensity of touch also conveys messages.	01	
		Example: - Putting hand on friend's shoulder shows friendliness, concern or encouragement. Hugging shows love, affection and care. Holding on to person's arms shows companionship and trust. A push shows anger or resentment. Hitting a person shows intense anger or hurt. Holding a person's hand for a long time reflects care and intimacy.	01	
		b) Chronemics:- Chronemics is related to utilization of time. Chronemics 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.	01	
		Example- We have all experienced how difficult it is to meet a friend who has borrowed a book or some money from us. On the other hand, we may rush out of the bathroom to greet a long lost friend or a relative. Chronemics is a very effective code to convey messages in proper manner. (Instructions: Examples can vary)	01	
	c)	Non verbal codes used- i) Raising of the index finger- Kinesics ii) Maintaing distance while talking to a senior- Proxemics iii) Looking at the 'watch time' again and again-Chronemics iv) Nodding of head- Kinesics	1 1 1 1	
	d)	 Impact of sender's dress and appearance upon his communication: 1. A good dress code for the occasion speaks well of a pesron. 2. It is important for a speaker, who is to address a large audience to be well dressed. 3. It gains the attention from the audience. 4. Casual dress is not meant for official function as it reflects on the personality of a person. 5. Person's physical apearance and dress code gives information about the person. It shows person's status and attitude. (Instruction: Minimum Four points should be written. Points can vary.) 	1 mark for each point	



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		1						
Que. No.	Sub. Que.	Model ans	swers				Marks	Total Marks
	e)	Resume to be forwarded to 'World-Wide Computers'						
			Resume					
			Kesume					
		Mr. Shind	-					
		Pimpri,Pu	l,Shivani.Complex,					
		Mob.****						

		Personal	Details:					
		Date of B		: 12/06/	1991			
		Health		: Good				
		Hobbies Nationalit	X 7	: Playıı : Indiar	ng chess, Readi	ng.		
		Language			ı hi, Hindi, Engli	ish. French.		
					, ., ,	,		
		Education	nal Qualification:					
		Sr. No.	Examination	Year of passing	Board /University	Marks		
		1	B.E. (Computer)	2012	Pune	82.25		
		2	H.S.C.	2008	Maharashtra	85.00		
		3	S.S.C.	2006	Maharashtra	86.00		
		1. Mo 2. W	rricular activities: ember of Sports Clu on First prize in Che rticipated in singing	ess at state				
		Working	Experience:					
			August, 2012 till da	te: 'Junior	Engineer' in Ra	ajeshwari		
			ctricals Ltd, Pune. dary : 20,000/- in the	e scale of 1	8000-500-2300	0)		
			20,000, 111 011	0 0 0 0 1 1	2000 2 00 2 00	٠,		
		Reference	es: 1. Mr. R.D. Jadh Gen. Manager,	Raj Softwa				
			Contact: Mob.	******	, Email ID:***	*****		
			2. Mrs. R. K. Jadl	hav				
	Principal, JK College of Engineering, Pune.							
		Contact: Mob.*******, Email ID:******						
		(Instructi	ions: Format & det	ails of resu	ıme can vary)			
					•			
ī								



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Que. No.	Sub. Que.	Model answers	Marks	Total Marks	
6.	A) a)	RASIK ELECTRICAL AND ELECTRONICS 86/92 Phase- I, MIDC, Mumbai-400 012.	4 marks for Format	08	
		Ref. No: REE/2012-13/1258 Date: 23/11/2012			
		To, The General Manager Raj Computers Ltd. Shivajinagar, Pune-411002.			
		Kind Attn.: Mr. T. A. Jadhav			
		Your Ref: Delivery challan no. RCLS/9301 dated 20/11/2012, for 500 Computers. Dear Sir,			
		Subject: Computers are not according to the specification	4 marks		
		This refers to your supplies of Computers vide the above mentioned delivery challan.	for Matter		
		We regret to state that on inspection of the above consignment, it was found that the Computers that we purchased from you are not according to specifications we asked for.			
		We request you to check our order and your records to make sure about the specifications. We also request you to replace all 500 computers as per our specification within a month at your own cost.			
		We would appreciate your action at the earliest.			
		Thanking you,			
		Yours faithfully,			
		Sd/-			
		Mr N K Ahir Manager-Materials			
		Encl: Photocopy of Delivery Challan.			
		<u>OR</u>			



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Que. No.	Sub. Que.	Model answer	s			Marks	Total Marks
6.	A) b)		4				
		I	marks				
		Ref. No: PP/20	012-13/Enquiry/1257	Date: 23/11/2012	for Format		
		To, The Manager(Messrs Scienti M.G. Road, M					
		Kind A					
		Dear Sir					
		sub:					
		We are one of conduct the physics labora	4 marks for Matter				
		Sr. no.	Equipment	Quantity			
		1	Vernier Caliper	15			
		2	Micrometer Screw Guage	10			
		3	Travelling Microscope	15			
		4	Searl's Apparatus	10			
		Kindly inform factory prices earliest. Looking forwardate.					
		Thanking you					



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Que. No. 6.	Sub. Que.	Model answers							Marks	Total Marks
	B) a)	Sr. No.	Magazine	%	Calc	culation	Angle		2 marks for	08
		1	India Today	43%	43 X 3	360 / 100	154.80		calcu- lation	
		2	Sports Star	30%	30X 3	360 / 100	108			
		3	Femina	27%	27 X 3	360 / 100	97.20			
		<u>Legend:</u>								
							□ India Toda	пу	marks for pie- Chart	
							■ Sports Sta	r	2 marks	
							□ Femina		for legend and	
						L			Title	
		Pie Ch	art Showing I	Readershi	ip of Three	e magazir	nes in a city			
		Pie Ch	art Showing I	Readershi		e magazir	nes in a city			
	B) b)	Pie Ch	Children's Education		<u>R</u>		Enterta- inment Savings			
	B) b)	Month	Children's Education	<u>OI</u>	Clothing	Misc. expenses			Title 2 marks for	



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Que.	Sub.	Model answers			Marks	Total		
No.	Que.	Wiodel allsweis		Legend	4	Marks		
				Legenu	marks			
		5000 _		☐ February	for			
		4000		Chart				
		3000		2 marks				
		1000						
		0	legend					
		Education For	and Title					
		Educ	d clothing expense	Savings Savings				
		A Bar graph show						
			<u>OR</u>					
			February	March				
		Children's	2000	2500				
		Education						
		Food	4000	4500				
		Clothing	1000	1000				
		Misc. Expenses	1000	1000				
		Entertainment	500	250				
		Savings	1500	750				
		Total	10,000	10,000				
				Legen	<u>d</u>			
		5000		☐ Children's				
		4000		Education ☐ Food				
		3000		☐ Clothing				
		2000	enses					
		1000	nent					
		0		March Savings				
		Febr						
		A Bar graph sh						