

GTU - ETC SUMMER 2025 PAPER SOLUTION

Subject Code: 3130004 | **Subject Name:** ETC | **Total Marks:** 70

Q1 (a) Define 'Proxemics' and explain its types in brief. (03 Marks)

Proxemics is the study of **measurable distance** between people as they interact. It is a subcategory of **non-verbal communication** that deals with how space and distance are utilized by humans during communication.

1. **Definition:** Proxemics is the study of how people unconsciously structure and use the space around them in human interaction.
2. It analyzes the **personal space** and **territoriality** that people maintain in different social and cultural settings.
3. **Intimate Distance:** Ranges from touching to 18 inches, reserved for closest relationships (e.g., whispering, embracing).
4. **Personal Distance:** Ranges from 1.5 feet to 4 feet, comfortable for non-intimate conversation between friends or family .
5. **Social Distance:** Ranges from 4 feet to 12 feet, typical for formal business and social interactions (e.g., meetings, interviews).

PREPZONE

Q1 (b) Discuss the importance of interpersonal communication in business organizations by citing suitable examples. (04 Marks)

Interpersonal communication (IPC) is the process of exchange of information, ideas, and feelings between two or more people. It is vital for smooth operations and team cohesion.

1. **Improves Teamwork and Collaboration:** Effective IPC ensures team members clearly understand goals and tasks, leading to coordinated efforts. *Example: A project manager clearly explaining task dependencies.*
2. **Enhances Employee Motivation and Engagement:** Open communication makes employees feel heard and valued, boosting morale and commitment. *Example: A supervisor using active listening during feedback.*
3. **Facilitates Conflict Resolution:** IPC provides the platform to discuss disagreements, understand different perspectives, and negotiate solutions. *Example: HR mediating a conflict.*

4. **Boosts Customer Relations:** Strong IPC skills help employees better understand customer needs, manage complaints, and build lasting relationships. *Example: A sales representative empathetically addressing a product defect complaint.*
 5. **Aids in Decision Making:** Open discussions and free exchange of ideas allow for a comprehensive analysis of various options before a final decision.
 6. **Increases Productivity and Efficiency:** Clear instructions and timely feedback, elements of IPC, minimize errors, confusion, and time wasted on rework.
 7. **Builds a Positive Organizational Culture:** Regular and respectful IPC fosters trust, transparency, and a supportive work environment.
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Q1 (c) Your company has launched a new Cell phone with attractive features. Write a persuasive sales letter to be sent to prospective clients convincing them to place an order. (07 Marks)

ABC Mobile Technologies Pvt. Ltd.

123 Innovation Street,
Bangalore – 560001

Date: 09 December 2025



Subject: Introducing the Future of Mobility – The New AeroX Pro Smartphone

Dear Valued Customer,

We are delighted to announce the launch of our latest innovation, the AeroX Pro, a smartphone designed to perfectly balance power, performance, and style. In a world where technology evolves rapidly, the AeroX Pro stands out as a device that not only keeps up with your lifestyle but enhances it.

Equipped with a 6.7-inch AMOLED display, 108 MP AI-powered triple camera, ultra-fast 5G connectivity, and a 5000 mAh long-lasting battery, the AeroX Pro ensures that whether you're gaming, working, or capturing memories, the experience remains smooth and superior. The sleek matte-finished body and lightweight design make it both fashionable and comfortable to hold.

What makes AeroX Pro truly unique is its intelligent performance booster powered by the latest SnapCore X7 Processor, offering exceptional speed and multitasking capacity. With 256 GB internal storage, you will never have to worry about running out of space again.

For a limited time, we are offering our prospective clients an exclusive launch discount of 10% along with free delivery and a one-year extended warranty on pre-orders placed before 30 December 2025.

We encourage you to take advantage of this special offer and be among the first to experience the future of smart mobility. To place your order, kindly reply to this letter or contact our sales team at +91 98765 43210 or sales@abcmobile.com

Thank you for being a valued customer. We look forward to serving you with products that bring technology closer and make life smarter.

Warm Regards,
Your Name
Sales Manager
ABC Mobile Technologies Pvt. Ltd.

Q.2 (a) Examine various qualities required for successful participation in Group Discussion. (03 Marks)

Successful participation in a **Group Discussion (GD)** requires a blend of communication, leadership, and interpersonal skills.

1. **Subject Knowledge and Clarity:** The participant must have a **clear understanding** of the topic to contribute relevant, factual, and logical points.
2. **Effective Communication:** This includes **clear articulation**, using appropriate language, and maintaining a moderate, audible tone.
3. **Logical Reasoning and Structure:** Points must be presented in a **coherent and organized manner**, supported by facts and examples, avoiding rambling.
4. **Listening Skills:** An active participant must **listen attentively** to others' points to build upon them or offer constructive counter-arguments, showing respect.
5. **Leadership and Teamwork:** The ability to **initiate discussion**, summarize effectively, bring the group back on track, and involve quieter members shows leadership and collaborative spirit.

Q2 (b) Define intercultural communication and discuss its importance in today's organization. (04 Marks)

Intercultural communication is the study of how people from different cultural backgrounds communicate with each other.

1. **Definition:** It is the exchange of information, verbally and non-verbally, between people who are culturally dissimilar.
2. **Global Business Expansion:** It is crucial for conducting business across international borders, forming **alliances, partnerships, and global market penetration**.
3. **Managing Diverse Workforce:** Helps management and employees understand the different work ethics, communication styles, and motivational factors of a **multicultural team**.
4. **Avoiding Misinterpretation:** Understanding cultural nuances (e.g., gestures, greetings) prevents costly and embarrassing **misunderstandings** or offense in international dealings.
5. **Effective Marketing and Sales:** Companies can **tailor their products and advertisements** to resonate appropriately with the specific cultural values of foreign markets.
6. **Building Trust and Relationships:** Showing awareness and respect for other cultures builds **credibility, goodwill, and trust** with foreign clients and partners.
7. **Enhanced Creativity and Problem Solving:** Diverse cultural perspectives contribute a **wider range of ideas and innovative solutions** to complex business challenges.

Q2 (c) A workshop on Robotics has been organized by your college recently. As student coordinator of this activity, write an event report to be submitted to the principal. (07 Marks)

Report on the Robotics Workshop

Submitted to:
The Principal,
(Your College Name)

Submitted by:
(Your Name), Student Coordinator
Department of (Branch)
Date: 09 December 2025

Introduction

A one-day workshop on Robotics and Automation was successfully organized by our college on 5 December 2025 in the Multipurpose Hall. The workshop was coordinated by the Department of Computer/IT/Mechanical Engineering (modify as needed), with the objective of introducing students to modern trends and applications in the field of robotics.

Objectives

To provide practical knowledge of robotics and automation

To help students understand the role of robotics in industries

To motivate students to take up robotics-related projects and research

Chief Guest & Resource Persons

The workshop was conducted by Mr. Arjun Mehta, Senior Robotics Engineer at TechNova Automation Pvt. Ltd., along with his team of experts. The session was inaugurated by our respected Principal (Principal's Name).

Workshop Highlights

The workshop included:

An interactive presentation on the evolution of robots

Live demonstration of line-follower robot and robotic arm

Hands-on session where students programmed basic robotic movements

Discussion on AI integration with robotics and future opportunities

Over 120 students from different departments actively participated in the workshop. The question-answer session at the end helped clear doubts and enhance student engagement.

Outcome

The workshop proved to be highly informative and engaging. Many students showed interest in creating robotics projects for upcoming competitions and exhibitions. The event helped participants gain confidence in programming and operating robotic devices.

Conclusion

The workshop on Robotics was a remarkable learning experience for all the students. We are thankful to the Principal for providing continuous support and encouragement. We also extend our sincere gratitude to the resource persons and volunteers who contributed to the success of this event.

OR

Q2 (c) Prepare a cover letter and a detailed resume to be sent to a company where you wish to start your career. (07 Marks)

Your Name

Your Address

City, State, PIN

Email: yourname@email.com

Phone: +91 XXXXX XXXXX

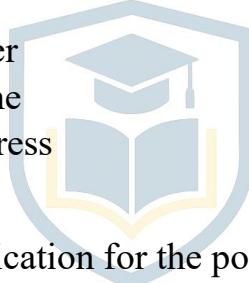
Date: 09 December 2025

Hiring Manager

Company Name

Company Address

City, State



**GTU
PREPZONE**

Subject: Application for the position of Junior Software Developer

Dear Hiring Manager,

I am writing to express my interest in the position of Junior Software Developer in your esteemed organization. I have completed my Bachelor of Engineering in Information Technology from (Your College Name) and have developed strong technical and problem-solving skills through academic projects, internships, and self-learning.

During my final year project, I developed an Online Service Management System using HTML, CSS, JavaScript and PHP, which allowed customers to book services online. This project helped me gain hands-on experience in building user-friendly interfaces, backend integration, database handling, and understanding client requirements.

I believe that my communication skills, passion for learning, and dedication to delivering quality work make me a suitable candidate for your organization. I am eager to contribute my skills and grow further under the guidance of experienced professionals at your company.

I would be grateful for the opportunity to be interviewed and discuss how my skills can support your team. Thank you for considering my application.

Yours sincerely,
Your Name

Resume

Your Name
Address | City, State, PIN
Phone: +91 XXXXX XXXXX | Email: yourname@email.com

Career Objective

To obtain a challenging position in a reputed organization where I can utilize my technical skills, creativity, and dedication to contribute to company growth while enhancing my professional skills.



Educational Qualification				
Degree	Institute Name	University/Board Year	Percentage/CGPA	
B.E./B.Tech (IT/CE)	Your College Name	GTU	2025	—
Diploma (IT/CE)	Your Polytechnic	GTU	2022	—
SSC (10th)	Your School Name	GSEB	2019	—

Technical Skills

Programming: Python, Java basics
Web Technologies: HTML, CSS, JavaScript, PHP
Databases: MySQL
Tools: VS Code, XAMPP, Figma (UI Design), MS Office
Other: SEO basics, Content writing skills

Projects

Online Service Management System

Technologies: HTML, CSS, JavaScript, PHP, MySQL

A web application where users can book services (writing, plumbing, tuition, etc.) online. The system includes user, service provider, and admin panels.

GTU Study Hub Website

A platform created to help students access study materials, previous year question papers, and important notes for free.

Internship / Training

Completed a two-month internship in web development

Achievements

Participated in Code Unnati Hackathon

Student coordinator for Robotics Workshop

Created educational blog and content for technical topics



Strengths

Quick learner

Team player

Good communication skills

Creative and adaptive

Personal Details

Field	Details
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Father's Name	—
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Date of Birth	—
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Field	Details
Languages Known	English, Hindi, Gujarati
Nationality	Indian
Marital Status	Single

Declaration

I hereby declare that the above given information is true to the best of my knowledge and belief.

Date:

Place:

Signature

Your Name

Q.3 (a) What is paralanguage? Which paralinguistic elements are very useful during an interview? (03 Marks)

Paralanguage refers to the **non-verbal elements of speech**. It is *how* something is said rather than *what* is said.

1. **Definition:** Paralanguage is the vocal, non-verbal part of communication, which includes the acoustic qualities of speech.
 2. It covers characteristics like **tone, pitch, volume, rhythm, and rate of speaking**.
 3. **Tone of Voice:** A **calm, confident, and enthusiastic** tone conveys professionalism and high interest in the role.
 4. **Rate of Speech:** Speaking at a **clear, measured pace** ensures the interviewer can easily follow the answers, avoiding the impression of nervousness or rushing.
 5. **Pauses and Silence:** Strategic use of pauses allows for emphasis on key points and shows the candidate is **thinking logically** before answering.
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Q3 (b) Explain the term 'Respecting Privacy'. (04 Marks)

Respecting Privacy refers to the ethical principle of acknowledging and safeguarding an individual's right to keep personal information, thoughts, and affairs confidential and free from unauthorized intrusion.

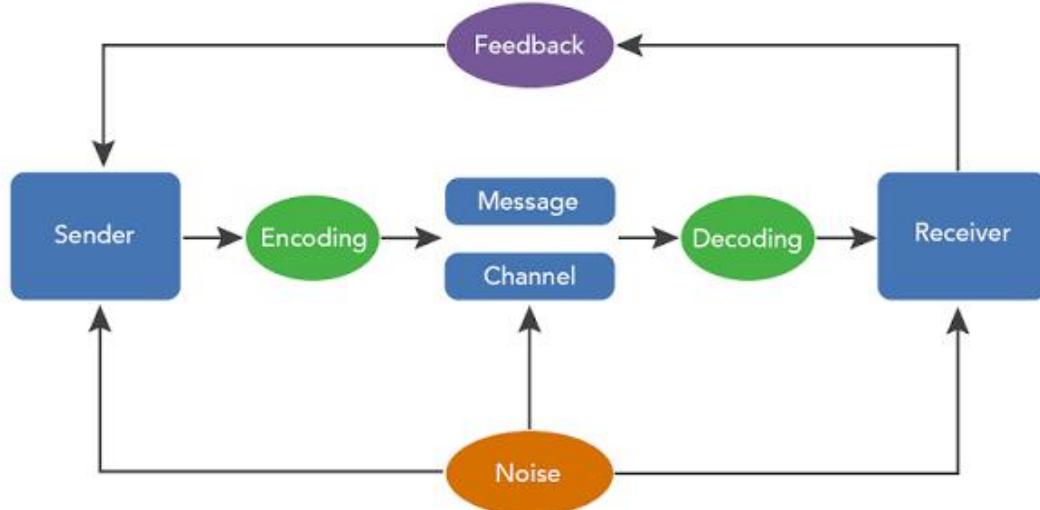
1. **Right to Control Information:** It fundamentally means allowing individuals the **right to control** what information about them is collected, stored, used, and shared.
2. **Confidentiality in Business:** Requires keeping client data, employee records, and sensitive company discussions **strictly confidential** and accessible only to authorized personnel.
3. **Ethical Communication:** Involves **refraining from gossiping, sharing personal details**, or disclosing private conversations without explicit consent from the individuals involved.
4. **Avoiding Surveillance:** Includes not engaging in unnecessary **monitoring or surveillance** of employees' non-work-related activities or communications.
5. **Data Security:** Organizations must implement **strong technical and procedural safeguards** to protect stored personal and financial data from breaches and misuse.
6. **Informed Consent:** Any request for personal data must be accompanied by a clear explanation (purpose, usage) to gain **informed and voluntary consent**.
7. **Legal Compliance:** Adherence to data protection regulations (like GDPR or national laws) is the **legal manifestation** of respecting individual privacy.

Q3 (c) What is Communication? Explain process of communication with appropriate diagram (07 Marks)

Communication is the process of conveying a message, idea, or information from one person or group to another using mutually understood signs and symbols.

1. **Definition:** It is the **sharing of meaning** through the exchange of information, thoughts, feelings, and ideas through verbal and non-verbal means.
2. **Goal:** The primary goal is to establish **common ground** and ensure that the receiver interprets the message in the way the sender intended.

The Process of Communication



1. **Sender (Source):** The person who **initiates the communication** by formulating and sending the message (e.g., a manager).
2. **Encoding:** The process where the sender **converts the idea into a message** by selecting appropriate words or symbols (e.g., turning the thought into an email).
3. **Message:** The actual physical product of the source's encoding; it is the **content** being transmitted (e.g., the specific email).
4. **Channel (Medium):** The **path or medium** through which the message travels (e.g., face-to-face, telephone, email).
5. **Decoding:** The process where the receiver **interprets the message** by translating the sender's symbols/words back into meaning.
6. **Receiver:** The person to whom the message is directed, who is responsible for **receiving and interpreting** the message.
7. **Feedback:** The **receiver's response** to the sender's message, which indicates whether the message was received and understood correctly (e.g., a reply confirming receipt).
8. **Noise:** Any internal or external **interference** that disrupts or distorts the message at any point in the process (e.g., a bad network connection, psychological distraction).
9. **Context:** The situational environment and culture influencing how the message is created and interpreted.

OR

Q3 (a) Describe the process to resolve ethical Dilemma. (03 Marks)

An **ethical dilemma** is a situation involving a choice between two courses of action, both of which are ethically acceptable or ethically problematic.

1. **Identify the Ethical Issue:** Clearly define the conflict and the specific ethical principles, laws, or professional codes being violated or challenged.
 2. **Gather Relevant Information:** Collect all necessary facts, context, stakeholders, and potential consequences associated with each alternative course of action.
 3. **Evaluate Alternatives:** List all possible solutions and analyze them against major ethical frameworks (e.g., Utilitarianism, Duty Ethics) and professional codes.
 4. **Choose the Best Ethical Action:** Select the option that maximizes benefit, minimizes harm, and best upholds fundamental professional duties and human rights.
 5. **Act and Reflect:** Implement the chosen decision and later evaluate the outcomes to learn and prepare for similar future dilemmas.
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Q3 (b) Define negotiation and discuss the process. (04 Marks)

Negotiation is a dialogue between two or more parties intended to reach a mutually beneficial outcome, resolve conflicts, or forge agreements.

1. **Definition:** Negotiation is a strategic communication process where parties with different needs and desires attempt to reach a settlement or agreement acceptable to all involved.
 2. **Preparation (Planning):** Define goals, identify key issues, assess the other party's position, and determine your BATNA (**Best Alternative to a Negotiated Agreement**).
 3. **Opening (Defining Ground Rules):** Establish the agenda, duration, location, and the general tone of the negotiation.
 4. **Discussion (Exchanging Information):** Both parties present their positions, needs, and arguments, seeking to understand the other side's perspective and priorities.
 5. **Clarification and Justification:** Parties justify their initial demands and positions, providing supporting evidence, data, or reasoning.
 6. **Bargaining and Problem Solving:** The give-and-take phase where concessions are offered, options are explored, and creative solutions are developed to narrow the gap.
 7. **Closing and Implementation:** Formalize the agreement, document all terms clearly, and plan for the implementation and monitoring of the negotiated solution.
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Q3 (c) Develop a brief technical description of any tool, product or service using visuals. (07 Marks)

(Example: Technical Description of a Digital Multimeter - DMM)

1. **Title and Introduction:** Technical Description: Fluke 115 Digital Multimeter (DMM). A DMM is a portable electronic measuring tool used by engineers to quantify electrical values.
2. **Function and Purpose:** The DMM primarily measures three fundamental electrical properties: **Voltage (Volts)**, **Current (Amperes)**, and **Resistance (Ohms)** in circuits.
3. **Major Components (Visual Cue):** Key components include the **Display Screen** (for numerical output), **Function Dial** (for selecting the measurement mode), **Input Jacks** (for test leads), and **Test Leads** (red and black probes).
4. **Operational Principle:** The DMM converts the incoming electrical signal into a digital value, which is then displayed on the screen. It features high input impedance for voltage measurements to minimize circuit loading.
5. **Technical Specifications (Example):** * AC/DC Voltage Range: 600 V * Resistance Range: 60MΩ * True-RMS Sensing: Yes * Battery Life: 400 hours typical.
6. **Function Dial Settings:** The dial allows the user to switch between modes like V~ (AC Voltage), V- (DC Voltage), Ω (Resistance), continuity, and diode check.
7. **Safety Features:** Includes built-in overload protection up to CAT III 600V, ensuring user safety during high-power measurements.
8. **Applications:** Essential tool for fault finding, maintenance, installation, and repair in electrical, electronic, and industrial settings.
9. **Instructions for Use (Brief):** Select the desired function on the dial and connect the black lead to the **COM** jack and the red lead to the appropriate input jack (V/Ω for Voltage/Resistance).

Q.4 (a) Write a short note on telephone etiquettes used while placing and receiving a business call. (03 Marks)

Telephone etiquettes are the set of polite, professional rules one should follow while making or taking calls in a business setting.

Placing a Business Call:

1. **Identify Yourself:** Always state your full name and company name immediately after the recipient answers (e.g., "This is [Your Name] from [Company Name]").
2. **Be Direct and Brief:** Clearly state the purpose of your call early on, and be mindful of the recipient's time.
3. **Check Availability:** Politely ask if it's a good time for the recipient to talk before starting the discussion (e.g., "Do you have a few minutes now?").

Receiving a Business Call:

4. **Answer Promptly:** Answer within three rings, if possible, to show responsiveness and respect.
5. **Use a Professional Greeting:** Greet the caller, state the company/department name, and your own name (e.g., "Good morning, [Company Name], this is [Your Name]").

Q4 (b) List and discuss strategies to say 'NO'. (04 Marks)

Saying 'NO' effectively involves being assertive, respectful, and clear, without causing unnecessary offense.

1. **Be Direct and Firm:** State your refusal clearly and unambiguously using a direct 'No' statement, avoiding vague language.
2. **Keep it Brief and Honest:** Provide a very brief and honest reason for the refusal, but avoid long excuses that can be challenged.
3. **Acknowledge and Validate:** Start by acknowledging the request and the person's intent before refusing (e.g., "I appreciate you thinking of me, but...").
4. **Offer an Alternative Solution:** If possible, offer a constructive alternative or a different resource who might be able to help (e.g., "I can't do it, but maybe [Colleague Name] can assist.").
5. **Use the 'Time/Priority' Excuse:** Frame the refusal based on current commitments or time constraints (e.g., "My schedule is currently full with high-priority tasks.").
6. **Suggest a Compromise:** If appropriate, suggest a way to do a partial task or commit to a smaller, more manageable part of the request.
7. **Use 'I' Statements:** Use language that focuses on your own capacity or current constraints rather than rejecting the request itself (e.g., "I need to focus on X right now.").

Q4 (c) Define engineering Ethics and explain significance of its study with reference to an individual and an organization. (07 Marks)

Engineering Ethics is the field of applied ethics that sets the **moral principles, codes, and standards** that govern the conduct of engineers and engineering organizations.

1. **Definition:** Engineering ethics is the study of the moral issues and decisions that confront individuals and organizations involved in the practice of engineering.
2. **Core Principle:** The paramount consideration is always the **safety, health, and welfare of the public** in all engineering designs and projects.

Significance for an Individual Engineer:

1. **Professional Integrity and Credibility:** Upholding ethical standards ensures the engineer **maintains honesty and fairness**, building personal credibility with peers and the public.
2. **Better Decision-Making:** Provides a **framework** for resolving complex ethical dilemmas (e.g., choosing safety over cost-cutting).
3. **Avoidance of Legal Liability:** Understanding ethical duties helps the engineer **avoid legal action**, fines, and potential loss of professional license.
4. **Moral Fulfillment:** Acting ethically aligns professional work with personal values, leading to greater **job satisfaction**.
5. **Public Trust:** Ethical conduct maintains the public's confidence in the engineering profession.

Significance for an Organization:

6. **Enhanced Reputation and Brand Image:** An organization known for its ethical practices **attracts better talent and customers**.
7. **Reduced Business Risk:** Adherence to ethical codes **minimizes the risk of costly recalls, lawsuits, penalties**, and operational failures.
8. **Improved Employee Loyalty:** A strong ethical culture fosters a positive internal environment, **boosting employee morale, loyalty, and productivity**.
9. **Sustainability:** Ethical consideration of environmental impact ensures the organization's **sustainable operation** and long-term viability.

OR

Q4 (a) Define Notice, agenda and minutes and explain their use in brief. (03 Marks)

These three documents are essential for formal meeting management in organizations.

1. **Notice:** A formal document issued to all members stating the **date, time, location, and purpose** of the meeting. *Use:* To formally inform attendees and ensure quorum.
2. **Agenda:** A list of all **specific items of business** to be discussed or acted upon in the order they will occur during the meeting. *Use:* To structure the meeting flow and keep the discussion focused.
3. **Minutes:** The **official written record** of the meeting proceedings, including who attended, the decisions made, and the action items assigned. *Use:* To provide a historical record and track responsibilities and progress.

Q4 (b) Discuss the importance of 1. Defining the purpose 2. Importance of Audience and 3. Importance of Locale while preparing a presentation. (04 Marks)

These three elements form the foundation of effective presentation planning.

1. **Importance of Defining the Purpose:**
 - **Focuses Content:** Clarifying the purpose (e.g., to inform, persuade, or motivate) dictates **what information** must be included and what should be omitted.
 - **Measures Success:** Provides a **clear objective** against which the presentation's effectiveness can be measured (e.g., "Did the audience sign the contract?").
2. **Importance of Audience:**
 - **Tailors Language and Tone:** Understanding the audience's **knowledge level, background, and expectations** helps select appropriate technical vocabulary and tone.
 - **Determines Engagement:** Knowing their interests and potential objections allows the presenter to choose **relevant examples** and address concerns preemptively.
3. **Importance of Locale:**

- **Manages Logistics:** Knowing the size, layout, and equipment (projector, internet) of the venue ensures the presenter is **prepared technologically and logically**.
 - **Optimizes Delivery:** The environment dictates delivery style (e.g., a large hall requires louder projection and fewer intricate details; a small room allows for discussion).
 - **Comfort and Visibility:** Ensures all visual aids are visible and the audience is seated comfortably for maximum attention.
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Q4 (c) Define Critical and Creative thinking and enlist any two advantages for each. (07 Marks)

Critical Thinking is the objective analysis and evaluation of an issue to form a judgment. **Creative Thinking** is the ability to generate new ideas or alternative solutions.

1. **Definition of Critical Thinking:** It is a disciplined process of **actively conceptualizing, applying, analyzing, synthesizing, and evaluating** information gathered from observation, experience, or communication.
2. **Definition of Creative Thinking:** It is the ability to look at things from a **fresh perspective** to conceive of new and original ideas, solutions, or products.

Advantages of Critical Thinking:

3. **Improves Decision Making:** Allows individuals to evaluate information logically, leading to **more rational and informed choices**.
4. **Enhances Problem Solving:** Enables a systematic approach to identifying the root cause of a problem rather than just treating the symptoms.

Advantages of Creative Thinking:

5. **Fosters Innovation:** Leads to the **development of novel products, services, and processes**, giving organizations a competitive edge.
6. **Increases Adaptability:** Enables individuals and organizations to generate **multiple alternative solutions** quickly when faced with unexpected challenges.

Combined Significance:

7. **Balances Perspective:** Critical thinking filters and refines the ideas generated by creative thinking, ensuring that innovative ideas are also **feasible and practical**.
 8. **Drives Organizational Growth:** The synergy between generating new ideas (Creative) and rigorous testing (Critical) is essential for **sustained growth and high-quality output**.
 9. **Develops Intellectual Independence:** Both skills empower individuals to form their own conclusions rather than relying solely on the opinions of others.
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Q.5 (a) Illustrate how violation of ethics in engineering causes great harm not only to society but the person/organization violating it. (03 Marks)

Violation of engineering ethics, often driven by cutting costs or negligence, leads to catastrophic failures that harm the public and have severe repercussions for the responsible parties.

1. **Harm to Society (Public):** Violations lead to **catastrophic failures** (e.g., structural collapse, product malfunction) resulting in **loss of life, serious injuries, and widespread economic damage**.
 2. **Harm to the Organization (Financial):** The company faces **massive lawsuits, costly settlements, product recalls, government fines, and bankruptcy risk**.
 3. **Harm to the Organization (Reputational):** The company suffers **irreparable destruction of its public reputation** and loss of stakeholder trust, making future business difficult.
 4. **Harm to the Individual Engineer (Career):** The responsible engineer faces **revocation of their professional license, termination of employment, and public shaming**.
 5. **Harm to the Individual Engineer (Legal):** The engineer may face **criminal charges** (e.g., for negligence or concealing information) leading to imprisonment.
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Q5(b) Prepare a brief welcome speech for new engineers that recently joined your department. (04 Marks)

(Welcome Speech)

1. **Warm Greeting and Introduction:** "Good morning, everyone! On behalf of the entire [Department Name] team, it is my sincere pleasure to extend a very warm welcome to our newest cohort of engineers."
2. **Acknowledge Their Achievement:** "You represent the very best from your graduating classes, and your journey here is a testament to your **hard work, intelligence, and immense potential.**"
3. **State the Company/Department's Mission:** "Here at [Company Name], our mission is clear: to [State a brief, inspiring mission, e.g., 'design the future of sustainable infrastructure']. Your skills are vital to achieving this."
4. **Emphasize Learning and Growth:** "The transition from academics to industry is a learning curve. Don't be afraid to **ask questions**, seek out mentors, and **take ownership** of challenging projects."
5. **Highlight Teamwork and Culture:** "Engineering is a **team sport**. Our department thrives on collaboration, open communication, and mutual respect. Embrace the collective intelligence of the team."
6. **Express Excitement for the Future:** "We are incredibly excited to see the innovative ideas you will bring and the impact you will make. Your fresh perspectives will help us push boundaries."
7. **Final Call to Action/Closing:** "Welcome aboard! Let's get to work. Please feel free to reach out to any of us if you need anything at all. **Your future starts now!**"

PREPZONE

Q5 (c) Discuss the manners and etiquettes that one should follow while on a business trip to a foreign country. (07 Marks)

Business trips to foreign countries require careful attention to cultural norms and business etiquette for successful relationship building.

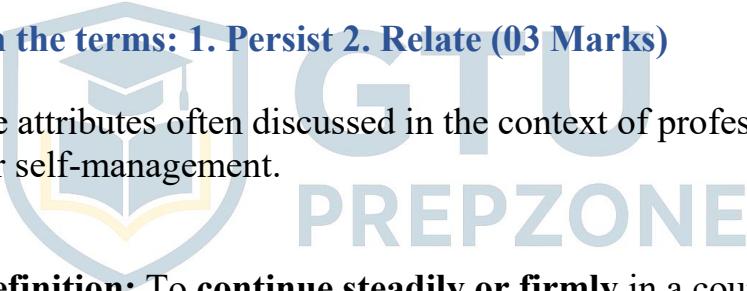
1. **Research Local Culture and Customs:** Before the trip, **study the basic social and business norms**, including greeting rituals, dress code, and attitudes towards time (Punctuality).
2. **Respect Local Hierarchy and Titles:** Be mindful of **formal titles and ranks** in meetings. Address counterparts using their surname and appropriate title (e.g., Dr., Ms.) until explicitly invited to use a first name.
3. **Adapt Non-Verbal Communication:** Be cautious with gestures; research what is offensive or acceptable (e.g., eye contact norms, physical distance/proxemics).
4. **Dress Conservatively and Professionally:** Always opt for **conservative, formal business attire** for initial meetings, as this signals respect and professionalism in most cultures.

5. **Mind Your Dining Etiquette:** If invited to a business meal, **research and follow the local dining customs** (e.g., use of utensils, seating, tipping) and follow the host's lead.
6. **Punctuality and Time Perception:** Always be **on time, or slightly early**, for meetings. Be patient if the host culture is flexible with time, prioritizing relationship building over strict scheduling.
7. **Be Prepared for Language Differences:** If there is a language barrier, **speak slowly and clearly**, avoid slang or jargon, and show patience if an interpreter is needed.
8. **Exchange Business Cards Properly:** The business card exchange is often a formal ritual: present your card with both hands and treat the received card with respect (do not put it in your pocket immediately).
9. **Be Humble and Avoid Cultural Jokes:** **Maintain a humble and respectful demeanor** at all times. Avoid making political jokes, criticizing the local culture, or discussing sensitive topics.

OR

Q5 (a) Explain the terms: 1. Persist 2. Relate (03 Marks)

These terms are attributes often discussed in the context of professional development or self-management.

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1. **Persist:**
 - **Definition:** To **continue steadily or firmly** in a course of action, a state, or an undertaking, despite obstacles, difficulty, or opposition.
 - **Professional Use:** In a career, persistence means not giving up on a difficult project, continually refining a proposal after setbacks, or **steadfastly working toward a long-term goal**.
 2. **Relate:**
 - **Definition:** To **establish a logical or causal connection** between things, or to interact, communicate, or connect socially or professionally with people.
 - **Professional Use:** This involves **building strong interpersonal relationships** (e.g., with clients, team members), and the ability to **connect complex ideas** or data points to draw meaningful conclusions.

Q5(b) Discuss any four reasons of poor time management? (04 Marks)

Poor time management results from a combination of poor habits, lack of clarity, and external interruptions.

1. **Lack of Clear Prioritization:** Failing to distinguish between **urgent tasks and important tasks**; focusing on easy, low-value work instead of high-impact priorities (e.g., not using a priority matrix).
2. **Inability to Say 'No' (Overcommitment):** Accepting too many tasks or responsibilities from others, leading to an **overloaded schedule** where existing commitments suffer.
3. **Distractions and Interruptions:** Allowing frequent interruptions from emails, phone calls, colleagues, and social media to **break focus**, reducing deep work time and requiring time to regain concentration.
4. **Procrastination:** Postponing difficult, large, or unpleasant tasks, often due to a fear of failure or perfectionism, resulting in **last-minute rushing** and poor quality work.
5. **Lack of Planning/Goal Setting:** Starting the day without a **written plan, schedule, or defined objectives**, leading to aimless work and time wasted deciding what to do next.
6. **Multitasking Syndrome:** Attempting to handle multiple tasks simultaneously, which **reduces efficiency and increases error rates** compared to focusing on one task at a time.
7. **"Open Door" Policy Misuse:** Allowing constant, unstructured access to your time, preventing the allocation of necessary blocks for focused, uninterrupted work.

Q5(c) Enlist and discuss in brief any 4 attributes that can help a person in Self Development. (07 Marks)

Self-development involves taking steps to improve one's knowledge, skills, and overall well-being.

1. **Self-Awareness:**
 - **Discussion:** The ability to accurately recognize one's **emotions, strengths, weaknesses, values, and goals**.
 - **Benefit:** It forms the foundation for development; a person cannot improve without knowing where they currently stand.
2. **Discipline and Self-Motivation:**
 - **Discussion:** The drive to start and complete tasks and the ability to **maintain focus and effort** without constant external pressure.

- **Benefit:** Ensures consistent work toward long-term goals and enables the person to stick to routines necessary for skill acquisition.

3. Resilience (Ability to Bounce Back):

- **Discussion:** The capacity to **recover quickly from difficulties, setbacks, or failures** and adapt positively to adversity.
- **Benefit:** Allows the person to view mistakes as learning opportunities rather than reasons to quit, accelerating the learning process.

4. Continuous Learning Attitude (Curiosity):

- **Discussion:** A persistent desire to **acquire new knowledge and skills**, staying updated with industry trends and technological advancements.
- **Benefit:** Keeps skills relevant, prevents stagnation, and opens new professional opportunities in a rapidly changing world.

5. Time Management Skills:

- **Discussion:** The effective organization and planning of time to prioritize tasks, minimize waste, and **achieve goals efficiently**.
- **Benefit:** Maximizes productive output and reduces stress, providing more bandwidth for development activities.

6. Effective Communication Skills:

- **Discussion:** The ability to clearly and persuasively convey ideas and actively listen to others.
- **Benefit:** Essential for networking, mentoring, leading teams, and receiving accurate feedback for improvement.

7. Networking and Relationship Building:

- **Discussion:** Proactively creating and maintaining professional relationships with peers, mentors, and industry leaders.
- **Benefit:** Provides access to advice, support, job opportunities, and diverse perspectives essential for self-development.

8. Goal Setting:

- **Discussion:** The ability to define clear, measurable, achievable, relevant, and time-bound (**SMART**) objectives.
- **Benefit:** Provides clear direction and a roadmap for focused personal and professional growth efforts.