

7. Read the following lines and answer the questions that follow

A lonely old woman sits out in the streets
 'Neath the boughs of a banyan tree,
 And hears the bright echo of hurrying feet
 The **pageant of life** going blithely and fleet
 To the feast of eternity

Her **tremulous** hand holds a battered white bowl
 If perchance in your pity you fling a dole
 She is poor, she is bent, she is blind
 But she lifts a brave heart to the jest of the days,
 And her **withered**, brave voice croons its paeon of
 Praise,
 Be the gay world kind or unkind:
 "La ilaha illa-I-Allah,
 La ilaha illa -I-Allah,
 Muhammad -ar-Rasul-Allah."

- (i) Write in your own words how the poet has described the old woman in the poem.
 (ii) Provide the meanings of the words written in bold letters and use them in sentences.

6 + 6 = 12

Group - E

8. Compare and contrast the ending of The Monkey's Paw as in the film and the original story by W.W. Jacobs. According to you which one is better? Provide reasons for your viewpoint.

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9. Read the passage below and do as directed

He had a working analysis of mankind's troubles: marriage, money, and the tangles of human ties. Long practice had sharpened his **perception (add suffix to make an adjective and use it in a sentence)**. Within five minutes he understood what was wrong. He charged three pies per question, never opened his mouth till the other had spoken for at least ten minutes, which provided him enough stuff for a dozen answers and advices. When he told the person before him, **gazing (provide a synonym and make sentence with the same)** at his palm, "In many ways you are not getting the fullest results for your efforts," nine out of ten were **disposed (make two sentences with different usage)** to agree with him. Or he questioned: "Is there any woman in your family, maybe even a distant relative, who is not well disposed towards you?" Or he gave an **analysis** of character: "Most of your troubles are due to your nature. How can you be otherwise with Saturn where he is? You have an impetuous nature and a rough exterior." This **endeared (change the tense and use it in a sentence)** him to their hearts immediately; for: **even the mildest of us loves to think that he has a forbidding exterior.** (explain the contextual meaning of this expression in your own words).

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TECHNICAL COMMUNICATION (HMTS 1102)

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

Candidates are required to answer Group A and any 5 (five) from Group B to E, taking at least one from each group.

Candidates are required to give answer in their own words as far as practicable.

Group - A (Multiple Choice Type Questions)

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Which of the following are true for oral communication
 (x) It is an effective way of communicating to larger teams
 (y) It saves time
 (z) Feedback is almost immediate
 (a) (x) and (y) (b) (y) and (z)
 (c) (x) and (z) (d) all of (x), (y) & (z).
- (ii) Choose the word which best expresses the meaning of the given word. Alert
 (a) energetic (b) observant (c) intelligent (d) watchful.
- (iii) Which of the following are the right steps in creating and delivering presentations
 (a) Plan-prepare-deliver
 (b) Plan-prepare-capture feedback
 (c) Plan -understand your audience—practice-deliver-capture feedback
 (d) Plan-understand audience-prepare deliverable-practice-deliver-capture feedback.
- (iv) Choose the word which best expresses the meaning of the given word **ACQUAINT**
 (a) Withhold (b) Conceal (c) Familiarise (d) Risky.
- (v) Choose the correct alternative of reported speech
 He said to them, "Don't make a noise."
 (a) He told them not to make noise
 (b) He told them not to make a noise
 (c) He asked them not to make a noise
 (d) He told them that don't make a noise.

- (vi) Choose the word which best expresses the meaning of the given word
Brief
(a) limited (b) small (c) little (d) short.
- (vii) Choose the correct statement
(a) Effective communication leads to better work production.
(b) Information overload strengthens the communication network in an organization
(c) Business communication is both highly formal and unstructured
(d) Good listening skills are inherent and cannot be inculcated
- (viii) Which of the following is true of reports?
(a) Reports are always persuasive
(b) Reports always convey some information
(c) Reports will always have an analysis
(d) Reports are always long.
- (ix) Choose the structure that expresses the idea in the best possible manner
(a) The girl who sat besides my friend is his sister
(b) The girl who sat beside my friend is his sister
(c) The girl who sat besides my friend was his sister
(d) The girl who sat beside my friend has been his sister.
- (x) Communication will be successful when you
(a) Follow a non-participative approach
(b) send communication through a singular channel
(c) avoid communicating directly but ask someone to pass on information
(d) express ideas using jargon.

Group – B

2. (a) What does the term 'communication' imply? Why is effective communication vital in today's world?
(b) How does a receiver influence the sender's communication skills? Substantiate your answer with appropriate examples.
3. (a) Discuss in detail the different types of communication.
(b) Discuss in detail the various aspects of Organizational communication.

6 + 6 = 12**6 + 6 = 12****Group – C**

4. Your sales are declining and you do not know the reason. You intend to do a study and submit a report to the management of your company. What are the steps that you will take to complete the report?

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5. (a) Write a memo informing employees of the formation of a fund to help the people of Kerala affected by the recent flood.
(b) Catmoss Electronics ordered for twenty-five computers from HCL. But on arrival of the consignment, the purchase manager found complaints in at least twelve of them while verifying their quality. In order to keep its reputation, the manager wants to ensure that everything is in order. As purchase manager of Catmoss Electronics write a complaint letter to HCL, Mumbai, suggesting the adjustment you seek.

4 + 8 = 12**Group – D**

6. Read the poem to answer the questions that follow:

When my mother died I was very young,
And my father sold me while yet my tongue
Could scarcely cry " 'weep! 'weep! 'weep! 'weep!"
So your chimneys I sweep & in soot I sleep.

There's little Tom Dacre, who cried when his head
That curled like a lamb's back, was shaved, so I said,
"Hush, Tom! never mind it, for when your head's bare,
You know that the soot cannot spoil your white hair."

And so he was quiet, & that very night,
As Tom was a-sleeping he had such a sight!
That thousands of sweepers, Dick, Joe, Ned, & Jack,
Were all of them locked up in coffins of black;

And by came an Angel who had a bright key,
And he opened the coffins & set them all free;
Then down a green plain, leaping, laughing they run,
And wash in a river and shine in the Sun.

Then naked & white, all their bags left behind,
They rise upon clouds, and sport in the wind.
And the Angel told Tom, if he'd be a good boy,
He'd have God for his father & never want joy.

And so Tom awoke; and we rose in the dark
And got with our bags & our brushes to work.
Though the morning was cold, Tom was happy & warm;
So if all do their duty, they need not fear harm.

- (i) Explain the idea expressed in this poem.
(ii) Identify and write the rhyme scheme of the poem.
(iii) Identify and explain the figure of speech used in the second stanza of the poem.

6 + 3 + 3 = 12