

**Question 1) Attempt All Parts:**

a) What do you mean by Technical Communication?

Ans. **Technical communication** is a means to convey scientific, engineering, or other technical information. Individuals in a variety of contexts and with varied professional credentials engage in technical communication.

b) What is Lateral Flow of Communication?

Ans. The communication which takes place among equivalent employees hierarchy in an organisation is known as lateral or horizontal communication.

c) What are the various purposes of Technical Communication?

Ans: Killingworth describes the three basic purpose of technical writing – to inform, to instruct, to persuade. The first and foremost purpose of all technical writings is to inform.

d) What are the four language skills?

Ans: Listening, Speaking, Reading and Writing are the four language skills.

e) What is a Memo?

Ans: A **memo** (or memorandum, meaning “reminder”) is normally used for communicating policies, procedures, or related official business within an organization. It is often written from a one-to-all perspective (like mass communication), broadcasting a message to an audience, rather than a one-on-one, interpersonal communication.

**SECTION-B**

**Question 2) Attempt any TWO parts from this section.**

**(2\*5 = 10)**

a) Discuss Language as a Tool of Communication.

Ans: Whatever an individual visualizes thinks or looks through the thought process in his/her mind carry images and memorizes these experiences, which shape our ideas and influence our thoughts and actions, the moment we experience something new we alter our viewpoint. Hence individuality is the sum of all these myriad experiences, this is the reason people have varied new points. Language is used by the people to give shape to their experiences but language too is subject to error and many a times leads to misunderstanding. Language is essentially a means of communication among the members of a society. In the expression of culture, language is a fundamental aspect. It is the tool that conveys traditions and values related to group identity.

b) What is Reading Comprehension? What steps should be followed in order to do it?

Reading comprehension refers to the ability to understand information presented in written form. While this skill usually entails understanding textbook assignments, articles in newspapers and

journals, various business documents, reading passages given in competitive examinations etc.; one's level of reading comprehension skills will affect even one's interpretation of directions, such as 'what to do' and when to do' that appear on certain documents such as instruction manuals, puzzles, etc. hence it is important to strengthen one's skill in comprehending various texts. One needs to understand the difference between factual and inferential comprehension, to know why one is unable to interpret certain texts, one should also try and assess one's ability to comprehend the entire text through some tests.

### Reasons for Poor Comprehension

The reason for lack of understanding could be situational, depending on the type of reading matter, the subject of the material and your mental or physical state. Not all failures in all contexts can be attributed to the same factor. For example, inability to understand a biology text may be due to vocabulary problems or unfamiliar technical jargon, while failure to comprehend a mathematical text may be conceptual, or lack of understanding of the fundamental concepts.

The following are some of the ways in which comprehension skill can be improved:

- Read a variety of materials. Do not limit yourself to textbooks only.
- Read a fairly long portion of the material. It would be difficult to assess reading comprehension based on one or two paragraphs. Try to read an entire section or chapter instead.
- Circle unknown or unfamiliar words as you read.
- After reading, recall as much of the information as possible. Jot down points if you like. Then check the accuracy and completeness of your recollections. If the main ideas are presented in a particular order, see if you can recall the structure.
- Consider how interesting the subject matter is and how much you already know about the subject.
- Answer questions about the material after reading it.

c) What are the basic differences between General and Technical Communication? Discuss.

Ans: Short stories, dramas, poems, essays, novels etc. are some of the forms of general communication. Reports, applications, research papers, articles are some of the forms of technical communication. Technical and general communications are different from each other from various points of view. Some basic differences between technical and general communication are as follows:

Technical Communication	General Communication
Purpose is to inform and impart information.	Just to entertain the people
Technical Communication is based on data and facts.	General Communication is based on imagination and fantasy
Style is accurate and precise	Style is poetic, decorative and bombastic

Language should be simple	Extravagance and pompous words are used
Is for specific audience/reader	Is for general audience/reader
Technical vocab is used	General vocab is used
It follows a systematic pattern; start with introduction, in the mid- discussion are made and at the end conclusion is drawn	It does not have a systematic pattern, it can start with end and the rest of activities can be shown in flash-back.

d) Discuss various orders of Paragraph writing in brief.

In order to attain unity in a paragraph, the paragraph must follow any of the orders of paragraph writing. The paragraph can be in the following order:

- a. Inductive Order
- b. Deductive Order
- c. Chronological (Time) Order
- d. Spatial (Space) Order
- e. Linear Order
- f. Expository Order
- g. Interrupted Order

**Inductive Order:** - in this method an author moves from particular statements to the general statement. The paragraph that begins with certain information concludes with a topic sentence, often known as conclusion is known as Inductive order.

**Deductive Method:** - The most popular method used by the writers is the deductive order. It is the opposite order of Inductive method. In the deductive method, we have a conclusion reached by reasoning from general laws to a particular case. The topic sentence is usually the first sentence in the paragraph. Starting with some general statements, the author finally tries to deduce the conclusion logically. This gives the paragraph a direct, straight forward style which most report readers prefer.

**Chronological Method:** - This method is the natural order of narration in which one event leads to another. This method is used to document time or the steps in an institution.

**Spatial Method:** - If a technocrat is writing to describe the parts of a machine or a plot of ground, he/she will like to organise the thought spatially. This method or order of place involves the process of dividing a subject or topic based on how they are arranged in space.

**Linear Method:** - Linear logical order refers to a systematic order as a line one idea logically leads another idea in a natural way. This order refers systematic order as a line. Unlike circular pattern, linear logical pattern involves in presenting ideas in a progressive way where sentences are connected to.

**Expository Order:** - Some ideas cannot be given facts or data to prove it. It can only be explained with some definition and views. This type exposure of thought is to be said in the expository order.

**Interrupted Method:** - Sometimes even an interruption serves the purpose well, in this order the author starts the paragraph with some irrelevant ideas meanwhile he/she gets one main idea and starts discussing about that. The interrupted method is not a popular method with the technical writer wherever the writer gives a break to the line of ideas to produce the designed effect.

## SECTION-C

Question 3) Attempt any One part from this section.

(1\*5 = 5)

- a) Discuss the definition and Importance of a Technical Report.

Ans:

## **REPORT:**

Reports form an essential part of official, managerial and professional activity. The word report defines as to carry back; to relate, as facts or discoveries; to give an account of. Thus a report can be defined as a systematic account of facts for information, analysis and action to achieve a definite business objective. Purpose of a report must be factual, objective orderly and definite.

### ***IMPORTANCE OF REPORT***

The importance of reports for any professional lies in the fact that a number of business decisions and research conclusions are made on the basis of information presented or ideas recommended.

Reports serve several purposes like:

- Presenting Data
- Describing problems and suggesting solutions
- Discussing and analyzing data
- Recording events and happenings
- Analysing a situation
- Giving feedback & Recommendations

**b) What is a Project? Discuss its structure.**

Ans:

**Project:** A project or dissertation is a document submitted in support of candidature for an academic degree or professional qualification presenting the author's research and findings. In some contexts, the word "thesis" or a cognate is used for part of a bachelor's or master's course, while "dissertation" is normally applied to a doctorate, while in other contexts, the reverse is true. The term graduate thesis is sometimes used to refer to both master's theses and doctoral dissertations.

### **I. Project structure**

#### **Title Page**

Title ( Including subtitle), author, institution, department, date of delivery, research mentor(s) and advisor, their institutions and email addresses.

#### **Abstract**

- A good abstract explains in one line why the paper is important. It then goes on to give a summary of your major results, preferably couched in numbers with error limits. The final

sentences explain the major implications of your work. A good abstract is concise, readable, and quantitative.

- Length should be ~ 1-2 paragraphs, approx. 400 words.
- Abstracts generally do not have citations.
- Information in title should not be repeated.
- Be explicit.
- Use numbers where appropriate.
- Answers to these questions should be found in the abstract:
  1. What did you do?
  2. Why did you do it? What question were you trying to answer?
  3. How did you do it? State methods.
  4. What did you learn? State major results.
  5. Why does it matter? Point out at least one significant implication.

## **Table of Contents**

- List all headings and subheadings with page numbers
- Indent subheadings
- It will look something like this:

	<b>Page #</b>
<b>List of Figures</b>	<b>xxx</b>
<b>List of Tables</b>	
<b>Introduction</b>	
subheads ...?	
<b>Methods</b>	
subheads ...?	
<b>Results</b>	
subheads ...?	
<b>Discussion</b>	
subheads ...?	
<b>Conclusion</b>	

## **List of Figures**

List page numbers of all the figures.

The list should include a short title for each figure but not the whole caption.

## List of Tables

List page numbers of all tables.

The list should include a short title for each table but not the whole caption.

## Introduction

The introduction should be written after completion of all the research work. Be sure to include a hook at the beginning of the introduction. This is a statement of something sufficiently interesting to motivate our reader to read the rest of the paper.

## Methods

The methods section should answer the following questions and caveats:

1. Could one accurately replicate the study (for example, all of the optional and adjustable parameters on any sensors or instruments that were used to acquire the data)?
2. Could another researcher accurately find and reoccupy the sampling stations or track lines?
3. Is there enough information provided about any instruments used so that a functionally equivalent instrument could be used to repeat the experiment?
4. If the data are in the public domain, could another researcher lay his or her hands on the identical data set?

## Results

- The results are actual statements of observations, including statistics, tables and graphs.
- Indicate information on range of variation.
- Mention negative results as well as positive. Do not interpret results - save that for the discussion.

## Discussion

Start with a few sentences that summarize the most important results. The discussion section should be a brief essay in itself, answering the main questions.

## Conclusions

- What is the strongest and most important statement that you can make from your observations?
- If you met the reader at a meeting six months from now, what do you want them to remember about your paper?
- Refer back to problem posed, and describe the conclusions that you reached from carrying out this investigation, summarize new observations, new interpretations, and new insights that have resulted from the present work.

- Include the broader implications of your results.
- Do not repeat word for word the abstract, introduction or discussion.

### **Recommendations**

Recommendations are the clear suggestions to solve the problem or improve the state of condition.

### **Acknowledgments**

Thank all the people or resources who have helped you in course of preparation of the Project.

### **References**

List all references cited in the text in alphabetical order using the following format for different types of material

### **Appendices**

Include all your data in the appendix.

### **Question 4) Attempt any One part from this section.**

**(1\*5 = 5)**

- a) Discuss Synopsis and how is it written in brief.

Ans: **Synopsis** : Synopsis is the gist of your planned project submitted for approval from competent authorities. It gives a panoramic view of your research for quick analysis by the reviewers. Thus, a protocol or a synopsis forms an integral part of a research project or a thesis.

A synopsis should be constructed in a manner that facilitates the reviewer to understand the research project at a glance. It should be brief but precise. A synopsis can be structured in the following manner:

1. Title
2. Statement of the problem and hypothesis
3. Aims and objectives
4. Review of literature
5. Research methodology
6. References

**Title** : The title of the research project should be brief but informative; sensationalization of the title is best avoided. It should neither be too short nor too long. Any name of the institution, the number of cases to be studied should not be included. The hypothesis to be studied can be included.

**Statement of the problem or hypothesis:** The problem being studied should be mentioned in precise and clear terms. Understanding the problem aids the researcher in constructing the research proposal. It also allows the person to formulate the hypothesis. The problem under study should be relevant to the present. A brief account of its utility at the local or national level has to be discussed. The present status

of the problem and the necessity for taking up the study needs to be mentioned. Hypothesis is mentioned as a tentative prediction or explanation of the relationship between two or more variables.

**Aims and objectives:** All research projects should have objectives and aims and every effort should be made to achieve them. The objectives and aims should be only a few (2-3). They must pertain to the study problem.

**Review of literature:** Review of literature is a very important part of a research project. It achieves the following:

- a. Familiarizes the reader to the problem under study.
- b. It describes the work done by others either at local or international level on it or similar subject.
- c. It helps the researcher to understand the difficulties faced by others and the corrective steps taken or modifications made by them. The researcher can anticipate similar or additional problems during the study and review of literature helps him in anticipating them.
- d. Research methodology of the researcher can be structured and modified after reviewing the literature.
- e. The review assists in identifying various variables in the research project and conceptualizes their relationship.
- f. Review of literature in a synopsis helps the reviewer in assessing the knowledge of the researcher. The reviewer can assess the work put in by the researcher and also assists in assessing the feasibility of the study.

**Research methodology:** In a synopsis the research methodology adopted should be mentioned in about 150-200 words. The research methodology forms the core of the research project.

**Acknowledgments :**The author must be thankful to all those people who have helped him/her in the research work. This section is a thanks giving section where author shows his/her gratitude towards all those people who have helped him/her.

**References :** References is a list of all the resources from where we have borrowed some information. A list of such references should be given. As

1. Srinivas DK, Ananthkrishnan N, Sethuraman KR, Santoshkumar. Medical education principles and practice, trainers, manual, NTTCC. Pondicherry: JIPMER; 1995. p. 1997, 2000. ↑
2. Mestri SC. Short book on medical education. Medical Education Unit, JSSMC, Mysore: 2003. ↑

**b) What is a Proposal? Discuss the differences between Solicited and Unsolicited Proposals.**

Ans: **TECHNICAL/ BUSINESS PROPOSAL**

The word proposal is derived from the verb 'propose' that means 'to offer or put forward for consideration, as a suggestion, plan or purpose'. Oxford Dictionary also defines the word 'proposal' as 'a formal suggestion or plan or the act of making a suggestion'. Thus proposal means to some suggestion or offer to solve any problem or to any state of condition. There are two types of proposals:



1. **Solicited Proposal:** When a proposal is prepared in response to an invitation from a firm or some government or non-government organization, it is known as the solicited proposal. In such forms of proposals, the proposer receives a form from the firm inviting the proposals. The writer is required to supply the relevant particulars, as demanded by the firm. Solicited proposals are generally prepared in response to advertisements.
2. **Unsolicited Proposal:** Sometimes a person prepares a proposal about a problem. This type of proposal is developed by an individual, without being asked or without any external encouragement. Such proposals are commonly known as unsolicited proposals where the proposer tries hard to rouse the interest of the people to whom he has sent his proposal.

**Question 5) Attempt any One part from this section.**

**(1\*5 = 5)**

- a) What are the 7Cs of effective business writing? Discuss.

Ans: ***Seven C's of Communication***

**1. Completeness** - The communication must be complete. It should convey all facts required by the audience. The sender of the message must take into consideration the receiver's mindset and convey the message accordingly. A complete communication has following features:

Complete communication develops and enhances reputation of an organization.

- Moreover, they are cost saving as no crucial information is missing and no additional cost is incurred in conveying extra message if the communication is complete.
- A complete communication always gives additional information wherever required. It leaves no questions in the mind of receiver.
- Complete communication helps in better decision-making by the audience/readers/receivers of message as they get all desired and crucial information.
- It persuades the audience.

**2. Conciseness** - Conciseness means wordiness, i.e, communicating what you want to convey in least possible words without forgoing the other C's of communication. Conciseness is a necessity for effective communication. Concise communication has following features:

- It is both time-saving as well as cost-saving.
- It underlines and highlights the main message as it avoids using excessive and needless words.
- Concise communication provides short and essential message in limited words to the audience.
- Concise message is more appealing and comprehensible to the audience.
- Concise message is non-repetitive in nature.

**3. Consideration** - Consideration implies "stepping into the shoes of others". Effective communication must take the audience into consideration, i.e, the audience's viewpoints, background, mind-set, education level, etc. Make an attempt to envisage your audience, their requirements,

emotions as well as problems. Ensure that the self-respect of the audience is maintained and their emotions are not at harm. Modify your words in message to suit the audience's needs while making your message complete. Features of considerate communication are as follows:

- Emphasize on “you” approach.
- Empathize with the audience and exhibit interest in the audience. This will stimulate a positive reaction from the audience.
- Show optimism towards your audience. Emphasize on “what is possible” rather than “what is impossible”. Lay stress on positive words such as jovial, committed, thanks, warm, healthy, help, etc.

**4.Clarity** - Clarity implies emphasizing on a specific message or goal at a time, rather than trying to achieve too much at once. Clarity in communication has following features:

- It makes understanding easier.
- Complete clarity of thoughts and ideas enhances the meaning of message.
- Clear message makes use of exact, appropriate and concrete words.

**5.Concreteness** - Concrete communication implies being particular and clear rather than fuzzy and general. Concreteness strengthens the confidence. Concrete message has following features:

- It is supported with specific facts and figures.
- It makes use of words that are clear and that build the reputation.
- Concrete messages are not misinterpreted

**6.Courtesy** - Courtesy in message implies the message should show the sender's expression as well as should respect the receiver. The sender of the message should be sincerely polite, judicious, reflective and enthusiastic. Courteous message has following features:

- Courtesy implies taking into consideration both viewpoints as well as feelings of the receiver of the message.
- Courteous message is positive and focused at the audience.
- It makes use of terms showing respect for the receiver of message.
- It is not at all biased.

**7.Correctness** - Correctness in communication implies that there are no grammatical errors in communication. Correct communication has following features:

- The message is exact, correct and well-timed.
- If the communication is correct, it boosts up the confidence level.
- Correct message has greater impact on the audience/readers.
- It checks for the precision and accurateness of facts and figures used in the message.
- It makes use of appropriate and correct language in the message.

b) Prepare your CV to be send for a job.

### C. V./ Resume

In today's world C.V. is very important for Job. In a C.V. or Resume both academic and personal information is given. A Sample of C.V. is given below:

**Name: Amit Kumar**

Mobile: +91-9999999999,

email id: [aaaaaaa@gmail.com](mailto:aaaaaaa@gmail.com)

#### Career Objective

Seeking for a career opportunity to utilize my talent and skills and provide significant contribution to the success of my employer effectively. Willingness to work hard in a challenging environment with a purpose of growth and creativity, in order to achieve organizational goals.

#### Key Skills

- Knowledge of Basic of C Language.
- Quit good on AutoCAD with 2D & 3D Modeling.
- Expertise in all editions of windows & MS Office.

#### Strength

- Good Communication skills.
- Problem solving skills
- Ability to work in a team.
- Organizational skills

#### Academic Qualification

Course	University / Board	institute/college	Year of Passing	Percentage
B-Tech (CSE)	AKTU	SIET, Amritsar	2015	79%
12 <sup>th</sup>	UP Board	GIC, Prayagraj	2013	75%
10 <sup>th</sup>	UP Board	GIC, Prayagraj	2011	70%

#### Training and workshops undergone

- Organization: HCL (Noida)
- Time Duration: 28 days.
- Knowledge Gained: php, .net

#### Workshops

- Attained the workshop on Auto CAD.

- Attained the workshops on android app development as coordinator.

### **Achievements and extracurricular activities**

- Participated in the State Level Science Quiz Competition held at Science Academy Allahabad and got 2<sup>nd</sup> price.
- Active participant on NSS & active blood donor.

### **Hobbies**

- Playing Cricket
- Listening Music

### **Personal Details**

Name : **Amit Kumar**

Date of Birth : 15 Jan 1990

Fathers name : Sri M. P. Singh

Mother's name : Smt. Jaya Singh

Gender : Male

Marital status : Unmarried

Languages Known : English & Hindi

Postal Address : 19/2 South Enclave,  
Sarojini Nagar  
New Delhi- 110023

Permanent Address : Same as Above

Declaration: The above Information Given by me are true to best of my knowledge and belief.

**DATE:**

**PLACE:**

**SIGNATURE:**