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CLASS – IX
SOLUTION

UNIT – 1: Communication Skills

1. Communication Cycle
2. Various Methods of Communication
3. Perspectives in Communication
4. Basic Writing Skills

UNIT – 3: Information and Communication Technology Skills

7. Introduction to ICT
8. Components of Computer System

SOLUTION OF EXERCISES – UNIT – 1

Page: 6 [1] COMMUNICATION CYCLE

A. Fill in the blanks:

- | | | |
|-------------|------------------|--------------------------|
| 1. Feedback | 2. Environmental | 3. Communication channel |
| 4. Receiver | 5. Listening | |

B. Answers of the questions.

Que.1. What is communication?

Ans.1. Communication is a two-way process at-least between two persons or more. In this process, one is sender and another is receiver. A message should be successfully deliver, receive (understood by the receiver).

Que.2. What are the features of effective communication?

Ans.2. Features of an effective communication are: -

- a. Language is the most important aspect for communication.
- b. Message should be clear.
- c. Listening to others is a very important aspect for communication.

Que.3. List the barriers of effective communication. Explain any two.

Ans.3. Two effective barriers of communications are:

- a. Environmental Barriers – Physical conditions that instruments, poor lighting, uncomfortable seating arrangements, and unhygienic room conditions distract listeners.
- b. Situational Barriers – The factors like distance, noise, and distractions cause unnecessary disruption in communication process like loud music, noise or machinery sound.

Ans. 4. **Do yourself (Case Study based question)**

Page: 12 [2] VARIOUS METHODS OF COMMUNICATION

A. Fill in the blanks:

- | | | |
|-----------------------|---------------|----------------|
| 1. Facial Expressions | 2. Feedback | 3. Visual Aids |
| 4. Written | 5. Non-verbal | |

B. Answers of the questions.

Que.1. What are the advantages and limitations of oral communication? Explain with example.

Ans.1. Advantages are:

- a. It helps in building relationships.
- b. It encourages involvement in team work and decision making process.
- c. Oral message provides prompt feedback.
- d. It's a cost efficient.

Disadvantages are:

- a. Emotions are visible.
- b. No legal validity.
- c. Does not provide permanent record.
- d. Not suitable for lengthy messages.

Que.2. Explain with the help of an example how body language may support or contradict a message.

Ans.2. Body language includes facial expressions, eye movements, hand gestures, posture, etc. Body language reflects confidence, yours speech will have a greater impact on the audience as well as on the judges.

Que.3. What is the significance of Visual communication?

Ans.3. The significance or importance of visual communication is the sense of sight. It involves the judicious use of visual aids to make a penetrative and lasting impact on receiver's mind.

Ans.4. **Do yourself (Case Study based question)**

Que.5. Enlist the disadvantages of Non-verbal communication.

Ans.5. The disadvantages of Non-verbal communication are:

- a. Difficult to analyse a non-verbal message, thus leaving a greater possibility of distortion of information.
- b. Long conversation and necessary explanations are not possible.

Page: 17 [3] PERSPECTIVES IN COMMUNICATION

A. Fill in the blanks:

- | | | |
|--------------|---------------|---------------------|
| 1. Prejudice | 2. Attitude | 3. Past Experiences |
| 4. Assertive | 5. Categorise | |

B. Answers of the questions.

Que.1. Write instances where your perspective has influenced your behaviour towards a classmate or a friend.

Ans.1. Two instances for example are:

1. Either we bully or tease a classmate/friend or we help them and be friends with them.
2. Either we withdraw from the society and be a delinquent or we find ways to interact with our classmates and friends and be a better person.

Our perspective in life can make or break us. It develops from the home so it is important to have an open communication with your parents/guardians and siblings so you can develop a good perspective in life.

Que.2. Has any of your past experiences affected your communication with others? State how it affected the outcome of the communication.

Ans.2. Perception is the process that affects the way of communication. Every person perceives communication in a different way and interprets the same message in a different way according to their own perception.

The perception can lead to many distortions which are the result of many biases (पक्षपात) in judgements.

This is the way where the problem can occur with the people in their communication.

Poor communication or communication gap can lead to reduce the chances of optimization of work performance in the company.

Communication disturbance can occur due to cultural distrust that can limit employees' engagement and uncertainty in dealing with the customer.

Que.3. How does the environment affect communication? Cite an example.

Ans.3. Environmental contexts can have **negative and/or positive effects on interpersonal communication or produce barriers, things that inhibit effective communication.** For example, a conversation outside on a park bench during a windy day faces obstacles in communication that might not be present in a quiet room on a sofa.

Ans.4. **Do yourself (Case Study based question)**

Page: 26 [4] BASIC WRITING SKILLS

A. Fill in the blanks:

- | | | | |
|--------|--------|--------|--------|
| 1. an | 2. the | 3. --- | 4. A |
| 5. the | 6. An | 7. the | 8. the |
| 9. the | 10. An | | |

B. In each of the following sentences, there is an error in the use of articles. Underline the incorrect word and then rewrite the sentences using correct articles.

1. A Chinese have decided to choose an national flower but they are divided on a choice.

Ans. The..... the

2. Some favour a pansy while others prefer an plum blossom.

Ans. A

3. Since both flowers have their admirers, it is going to be an close contest.

Ans. a

Page: 29 [4]

A. Multiple Choice Questions:

- | | | |
|--------------------------------------|------------------------------|-----------------|
| 1. (b) More flexible and less formal | 2. (c) 7C's of Communication | 3. (b) Sentence |
| 4. (c) Empirical | 5. (a) Predicate | |

B. Fill in the blanks:

- | | | |
|--------------|---------------|-----------------|
| 1. Subject | 2. Imperative | 3. Predicate |
| 4. Adjective | 5. Concluding | 6. Interjection |

C. Answer the following Questions:

Questions with Answers (Solved) are given in the book. Learn from book.

D. Answer the following Questions:

Que.1. Give one example of each of the four kinds of sentences.

Ans.1. Examples of four kinds of sentences are:

- a. Eg of Assertive or Declarative sentence:
 - Jane is a student. She lives in a big city.
- b. Eg of Imperative sentence:
 - Go to your room. (an Order)
 - Please lend me your book. (a request)
 - Have a good time at the picnic! (a wish)
- c. Eg of Exclamatory sentence:
 - Bravo! Well done!
- d. Eg of Interrogative sentence
 - What is your name?

Que.2. What are prepositions? Explain with the help of an example.

Ans.2. Preposition refers to a word that shows the relationship of a noun, noun phrase, or pronoun to another word.

Example: at, on, in, from, with, about

I left my keys **on** the table **for** you.

Que.3. What are Interjections? What is their importance in the written form of communication.

Ans.3. Interjection refers to a word or phrase that expresses a strong emotion. They are usually followed by an exclamation sign '!'.
Example: Oh! Wow! Hurray!

Example: Ouch! Hey! Wow! Oh! Ugh!

Que.4. What are indefinite articles in the English language? Where are they used?

Ans.4. 'A' and 'An' are the two forms of the indefinite articles in English language. These articles are used to introduce new concepts. For example, 'a teacher' refers to any teacher and not a specific teacher.

Que.5. What rules should we follow while writing a paragraph?

Ans.5. Rules for writing a paragraph:

- Give the paragraph unity
- Keep the paragraph short
- Make use of topic sentences
- Leave out unnecessary details
- Give the paragraph movement
- End the paragraph with a concluding sentence

SOLUTION OF EXERCISES – UNIT – 3

Page: 51 [7] INTRODUCTION TO ICT

A. Multiple Choice Questions:

1. (a) Online shopping 2. (d) Book 3. (d) All of these 4. (b) E-books

B. Fill in the blanks:

1. Access 2. Traditional 3. Tablets 4. One-to-many

C. Answers of the questions.

Ans.1. Three ICT tools that are used in day-to-day life are:

Mobile Phone, Tablet, E-mail

Ans.2. ICT tool is used in the pharmaceutical sector for cutting edge research and manufacturing. It helps in hospital management, administration and it also helps the doctors and nurses to diagnose, treat, and monitor patients.

Ans.3. The role of ICT in various workplaces:

- Mining industry, for prospecting
- Auto industry and aerospace industry, for research, design, assembling, diagnosis, etc.
- Power plants, for power generation and distribution
- Telecommunications industry, for networks

Page: 56 [8] COMPONENTS OF COMPUTER SYSTEM

A. Multiple Choice Questions:

1. (b) HDD 2. (b) 1024 Giga Byte 3. (a) Register 4. (d) Central nervous system

B. State True or False:

1. True 2. False 3. True 4. True 5. False

C. Answers of the questions.

Ans.1. CPU is the main unit of computer that controls all internal and external parts of computer and perform arithmetic and logical operations. A microprocessor is a type of integrated circuit, built on a tiny piece of silicon. The speed of CPU is measured in Megahertz (MHZ). Hertz (Hz).

Ans.2. The components of CPU are:

1. Arithmetic and Logical Unit (ALU) - ALU performs the arithmetic and logical operations on the operands. The arithmetic operations are addition, subtraction, multiplication and division. The

logical operations are relational operators such as greater than (>), less than (<), greater than or equal to (>=), less than or equal to (<=), equal to (==), etc.

2. Control Unit (CU) - It is also known as the manager of computer. It manages all input and output instructions. It is also called the central nervous system of a computer system.
3. Memory Unit (MU) - Memory unit stores data and instructions permanently. Computer memory is classified into two categories: 1. Internal memory 2. External memory

Ans.3. Register is a very small data holding place the computer processor. It holds an instruction, storage address or data. There are various types of registers, each register performs a specific function. Some are – Accumulator (AC), Data Register (DR), Address Register (AR), Program Control (PC).

Ans.4. ROM stands for Read Only Memory from which information can only be read, whereas in a RAM, information can be read from the also written to. ROM is a non-volatile memory that stores the data permanently at the time of manufacturing and RAM is a volatile memory that stores data temporarily.

Ans.5. Various units of memories are:

PROM – In this memory programed only once and can read many times.

EPROM – Once we can programed, we can erase the program in this memory.

EEPROM – In this memory, we can electrically erase the program and programed again.

Flash Memory –It is special type of EEPROM, which maintains the stored information even without a power source. The contents can be erased and reprogrammed. Pen drive, Memory cards, Mobile phone are the types of flash memory.
