

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1228

Roll No.

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M. C. A.**(Semester II) Even Semester Theory Examination, 2012-13****TECHNICAL WRITING****Time : 2 Hours]****[Total Marks : 50****Note :** Attempt questions from each Section as per instructions.**Section-A**Attempt any *five* parts of this question. Each part carries 2 marks. $2 \times 5 = 10$

1. (a) What do you understand by the term "communication"?
- (b) Does all communication contain words? Give two examples of "wordless" communication.
- (c) What do you mean by the term "reading"?
- (d) Mention any two differences between technical writing and general writing.
- (e) Which of the following are abstract phrases?
In a long time; 60% increase; a piece of art; since 1967; significant rise; the majority of people.
- (f) Mention any two types of technical proposals.
- (g) Mention any two important points to be kept in mind while writing a research article.
- (h) Give two examples of formal reports.

Section-BAttempt any *three* parts of this question. Each part carries 5 marks. $5 \times 3 = 15$

2. (a) An old college friend phoned you out of the blue to say, "Truth is, I had to call you. You'd better keep this under your hat, but when I heard my company was buying your company, I was dumbfounded. I had no idea that a company as large as yours could sink so fast. Your group must be in pretty bad shape over there!" Hearing this, your stomach suddenly turned queasy, and you felt a

chill go up your spine. You hang up without saying anything as you had heard absolutely nothing about any buy out, and you start wondering what you should do. With reference to communication networks, state whom would you contact and what would you say, if you were to follow :

(i) Upward communication (ii) Downward communication (iii) Horizontal communication (iv) Network (v) Grapevine.

- (b) Pradyuman Chawla, a high-headed but successful self-made entrepreneur from Delhi, doesn't like interacting with men lower than his status and women higher than his status. He is also one of those who are not much concerned about environmental issues. Uma Moorthy, Director of an NGO that actively works for environment and preservation of Yamuna set up a meeting with him for some investment in environmental initiative from his side. The meeting was scheduled after lunch in a conference room that was undergoing some renovation. The meeting began inspite of the workers still working noisily in the adjacent room, and the AC not being properly installed. Uma began with her presentation and was quite vocal about environmental hazards caused by his business. Throughout the presentation, Pradyuman seemed highly uninterested, arrogant and cold. The meeting lasted one hour, and Uma expected a positive response from Pradyuman. However, to her surprise Pradyuman turned down the initiative without even citing any reason.

- (i) What kind of listening was Pradyuman engaged in during the presentation?
- (ii) Explain any four barriers, in this case, that caused his ineffective listening.
- (iii) Suggest any three tips to Pradyuman for better listening.

- (c) It is true that if we ever did stop to think about the cosmos we might find it uncomfortable. The sun may grow cold or blow-up; the earth may lose its atmosphere and become uninhabitable. Life is a brief, small and transitory phenomenon in an obscure corner, not at all the sort of things that one would make a fuss about if one were not personally concerned. But it is monkish and futile—so the scientific man would say—to dwell on such cold and impractical thoughts. Let us get on with the job of fertilizing the deserts, melting the Arctic ice and killing each other with a perpetually improving the technique. Some of the activities, will do good, some harm, but all alike will show our power. And so, in this godless universe we shall become gods.

- (i) Identify the topic sentence. What type of paragraph is it?
- (ii) What method has been used to develop the paragraph?
- (iii) Briefly explain in not more than 50 words, what the writer wants to convey in the passage.
- (iv) Give the meanings of the following words :

Transitory; Futile; Monkish; Obscure; Cosmos.

- (d) You, along with your 5-member team, underwent a one-week workshop on Personality Development. Draft a brief report to your Head of the Department highlighting the main features of the workshop, various other participants and their profiles, the activities you did, the skills you enhanced, and the main learning from the workshop.
- (e) You are an English professor in St. Margaret College of Engineering and Technology, Nainital. You want to organize a seven-day workshop on "New Approach to Engineering English". Draft a detailed proposal to be sent to the Secretary, All India Council for Technical Education, New Delhi for financial assistance.

Section-C

Attempt any *five* questions of this Section. Each question carries 5 marks. $5 \times 5 = 25$

- 3. With the emerging playing field of increased liability, companies cannot afford literally to undervalue their technical documentation and related technical communication. In line with this statement, clearly bring out the importance of technical communication in today's technology-driven era. Also explain any five latest forms of indispensable technical communication.
- 4. "A presentation is not a sequential display of data but a battle for the audience's wallet or for their hearts." –Monippally. With reference to the given statement, imagine the following scenario :
You are a manager of an IT firm, which has developed software especially for a rural co-operative bank that is run by a group of conservative middle-aged people. You want to sell your software to the bank but the bank management is not in favour of computerization. Nevertheless, you have been invited to deliver a talk and make a presentation for the same. What points will you keep in mind to make your presentation effective and convince your audience to buy your product?
- 5. (a) Correct the following sentences :

- (i) Had I known the outcome of this folly, I would never send the anonymous courier.
 - (ii) The condition of the road have become more worse after the new government has taken oath.
 - (iii) The poet and novelist, staying in my neighbour, were felicitated for their contribution in Hindi literature.
 - (iv) Health is always preferable over wealth.
 - (v) No sooner was the Chief Guest seated when the play began.
- (b) Fill in the blanks choosing the appropriate idiom or expression from the list given below :
- Break down, foll of, fall in with, can of worms, break out, call his quits, call his bluff, fall back on, brink of a breakthrough, cut corners, breathing down.
- (i) Are we on a _____ in the fight against lung cancer?
 - (ii) You solved the paper just too fast. You always make silly mistakes when you try to _____.
 - (iii) If Ryan's entrepreneurial venture fails, he has his father's business to _____.
 - (iv) Tim went overboard blowing his own trumpet, but the management could _____.
 - (v) It is better you don't start discussing politics in such sensitive times. You will soon realize you have opened _____.
6. Explain the difference between :
- (i) Inductive method and Deductive method
 - (ii) Grapevine and Serial Communication
 - (iii) Skimming and Scanning
 - (iv) Journal Articles and Conference Papers
 - (v) Bibliography and List of References.
7. What do you mean by the term 'report'? Explain any five characteristics of a good report. Explain briefly any three types of reports.
8. Why do you think 'note-making' has evolved as an important aspect of technical writing? Mention any two sub-skills required for effective note-making. Discuss the steps involved in note-making.
9. What is the objective of writing a technical proposal? Explain the structure of a good technical proposal. Explain any two types of technical proposals.