

**Code : HSMC-201 (101305)**

( 2 )

**B.Tech 3rd Semester Special  
Exam., 2020  
( New Course )**

**HUMANITIES—I (EFFECTIVE TECHNICAL  
COMMUNICATION)**

Time : 3 hours

Full Marks : 70

**Instructions :**

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **NINE** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question No. 1 is compulsory.

1. Answer any seven of the following as directed :

Choose the correct answer from the following [(a)-(d)] :

- (a) A report is a form of
- (i) special narrative
  - (ii) general narrative
  - ~~(iii) special as well as general narrative~~
  - (iv) None of the above
- 2

- (b) Progress report is
- (i) informal report
  - (ii) oral report
  - (iii) prosperity report
  - ~~(iv) routine report~~
- 2
- (c) A 'locale' means
- ~~(i) physical environment~~
  - (ii) local people
  - (iii) local conditions
  - (iv) None of the above
- 2
- (d) Presentations are meant to
- (i) celebrate an occasion
  - (ii) welcome or bid farewell to someone
  - ~~(iii) communicate a message to an audience~~
  - ~~(iv) All of the above~~
- 2
- (e) Write the following statements as True or False :
- Memo reports are circulated within
- (i) group of businessmen *T*
  - (ii) a company or an office *F*
- 2

- (f) Write the following statements as True or False : 2  
Informational report is  
(i) informal report T  
(ii) oral report T
- (g) Write the following statements as True or False : 2  
(i) There is no specific use of proposals in the business world. F  
(ii) Memorandum reports are generally brief. T
- (h) Write the following statements as True or False : 2  
(i) Chronemics is the science of body language. F  
(ii) Oral presentations are goal-oriented. T
- ~~(i)~~ Write the following statements as True or False : 2  
(i) Planning and practice can reduce stage fear. T  
(ii) Body language plays an important role in oral communication. T
- ~~(i)~~ Write four sentences on 'Technical Communication'. 2

- ~~2~~ Write in about 250 words on any one of the following : 14  
(a) Organizational Barriers  
(b) Technical and General Communication
3. What are the basic elements of the process of communication? Discuss the most important levels of communication. 14
- ~~4~~ Write notes on any two of the following : 7×2=14  
~~(a)~~ Mass communication  
(b) Interpersonal communication  
(c) Non-verbal communication  
~~(d)~~ Two-way communication
- ~~5~~ What are the important steps in setting a goal? 14
- ~~6~~ What are the basic principles of e-mail etiquette? 14
7. Write a note on the characteristics of a business report. 14
- ~~8~~ What are the top three ways to improve on performance at work? 14
- ~~9~~ In not more than 150 words write about 'Responsibility of an Engineer'. 14

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