

**R19****Code No: 861AE****JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD****MCA I Semester Examinations, January - 2020****PROFESSIONAL COMMUNICATION SKILLS****Time: 3hrs****Max.Marks:75****Note:** This question paper contains two parts A and B.

Part A is compulsory which carries 25 marks. Answer all questions in Part A. Part B consists of 5 Units. Answer any one full question from each unit. Each question carries 10 marks and may have a, b, c as sub questions.

**PART - A****5 × 5 Marks = 25**

- 1.a) What are the characteristics of effective communication? Elaborate your answer with relevant examples. [5]
- b) Write a note on: Skimming, Scanning with examples. [5]
- c) What is the difference between Oral communication and Written Communication? Give at least five examples. [5]
- d) What kind of language is to be used in Formal Written Communication? Explain with suitable examples. [5]
- e) Frame meaningful sentences by using the idioms given below:
  - i) Be on cloud nine.
  - ii) A wild goose chase.
  - iii) Keep the fingers crossed.
  - iv) Gift of the gab
  - v) Jack of all trades but master of none. [5]

**PART - B****5 × 10 Marks = 50**

- 2.a) Communication involves all the four skills of language. Write a brief note on the importance of each skill.
- b) The five factors that influence fluency and self-expression are articulation, pronunciation, voice quality, accent and intonation. Explain. [5+5]

**OR**

- 3.a) What are the barriers to communication? Explain all with suitable examples.
- b) What are the cultural barriers to communication? Explain with relevant examples in Indian context. [5+5]

4. Read the following passage and answer the questions that follow:

Philosophy of Education is a label applied to the study of the purpose, process, nature and ideals of education. It can be considered a branch of both philosophy and education. Education can be defined as the teaching and learning of specific skills, and the imparting of knowledge, judgment and wisdom, and is something broader than the societal institution of education we often speak of. Many educationalists consider it a weak and woolly field, too far removed from the practical applications of the real world to be useful. But philosophers dating back to Plato and the Ancient Greeks have given the area much thought and emphasis, and there is little doubt that their work has helped shape the practice of education over the millennia.

Plato is the earliest important educational thinker, and education is an essential element in "The Republic" (his most important work on philosophy and political theory, written around 360 B.C.). In it, he advocates some rather extreme methods: removing children from their mothers' care and raising them as wards of the state, and differentiating children suitable to the various castes, the highest receiving the most education, so that they could act as guardians of the city and care for the less able. He believed that education should be holistic, including facts, skills, physical discipline, music and art. Plato believed that talent and intelligence is not distributed genetically and thus is to be found in children born to all classes, although his proposed system of selective public education for an educated minority of the population does not really follow a democratic model.

Aristotle considered human nature, habit and reason to be equally important forces to be cultivated in education, the ultimate aim of which should be to produce good and virtuous citizens. He proposed that teachers lead their students systematically, and that repetition be used as a key tool to develop good habits, unlike Socrates' emphasis on questioning his listeners to bring out their own ideas. He emphasized the balancing of the theoretical and practical aspects of subjects taught, among which he explicitly mentions reading, writing, mathematics, music, physical education, literature, history, and a wide range of sciences, as well as play, which he also considered important.

During the Medieval period, the idea of Perennialism was first formulated by St. Thomas Aquinas in his work "De Magistro". Perennialism holds that one should teach those things deemed to be of everlasting importance to all people everywhere, namely principles and reasoning, not just facts (which are apt to change over time), and that one should teach first about people, not machines or techniques. It was originally religious in nature, and it was only much later that a theory of secular perennialism developed. During the Renaissance, the French skeptic Michel de Montaigne (1533 - 1592) was one of the first to critically look at education. Unusually for his time, Montaigne was willing to question the conventional wisdom of the period, calling into question the whole edifice of the educational system, and the implicit assumption that university-educated philosophers were necessarily wiser than uneducated farm workers.

**Answer the following questions**

- What is the difference between the approaches of Socrates and Aristotle?
- Why do educationists consider philosophy a 'weak and woolly' field?
- What do you understand by the term 'Perennialism', in the context of the given comprehension passage?
- Were Plato's beliefs about education democratic?
- Why did Aquinas propose a model of education which did not lay much emphasis on facts?

[10]

**OR**

- 5.a) Write the meanings of the following Idiomatic Expressions and use them in your own sentences:
- i) Speak your mind.
  - ii) As bold as brass.
  - iii) Like a fish out of water.
- b) Match the following:
- |               |     |                        |
|---------------|-----|------------------------|
| i) Sounder    | ( ) | a) Remedy              |
| ii) Frivolous | ( ) | b) Hyperactive         |
| iii) Frenetic | ( ) | c) A herd of wild pigs |
| iv) Panacea   | ( ) | d) making noise        |
|               |     | e) Not serious         |
- c) Write one word substitutes for the following descriptions:
- i) A building where dead bodies are kept before burial.
  - ii) Custom of having more than one wife at the same time.
  - iii) Cruel killing of a large number of people. [3+4+3]

6. Why is systematic planning important for making an effective presentation? What are the essential elements in the introduction, body and conclusion of oral presentation? [10]

**OR**

7. Choose the word with the correct spelling to complete the sentence.
- a) They were \_\_\_\_\_ (warn-out / worn-out) after their long walk.
  - b) It's important to have the \_\_\_\_\_ (flew/ flu/ flue) checked regularly to make sure it's not blocked.
  - c) There will be new \_\_\_\_\_ (curbs / kerbs) on drink-driving from next week.
  - d) They live in a remote farmhouse on the (Aisle / Isle) of Skye.
  - e) A flag fluttered from a forty – foot \_\_\_\_\_ (pole / Poll).
  - f) She gave him a long \_\_\_\_\_ (Stair / Stare) but didn't answer his question.
  - g) Go up the \_\_\_\_\_ (Stairs / Stares) and her office is on the right.
  - h) Why you are in such a \_\_\_\_\_ (foul / fowl) temper this morning.
  - i) Would you like seat by the \_\_\_\_\_ (aisle / isle) or would you prefer to be by the window.
  - j) Don't walk around outside in your \_\_\_\_\_ (bear / bare) feet. [10]

- 8.a) Write a letter to the Manager, SBI Branch of your Colony requesting him/ her to send you all the information related to SBI Education Loans.
- b) What are the standard parts of a Resume? Explain briefly. [5+5]

**OR**

- 9.a) Write a note on the features of effective technical writing.
- b) Explain the difference between Self-analysis and Job-analysis. [5+5]



10. A company is considering a proposal to establish a new factory in your town. The Managing Director has asked you to write a report on the suitability of the place for the establishment of this factory. Draft a Report. [10]

**OR**

- 11.a) Rewrite the following sentences making necessary corrections:

- i) French defeated Germans.
  - ii) He wants to work hardly for the examinations.
  - iii) This book is too interesting.
  - iv) He insisted to go to Chennai during the holidays.
  - v) Rama is cleverest boy in the class.
- b) Fill in the blanks with suitable form of the verb given in brackets:
- i) If he invites me, I \_\_\_\_\_ (attend) the function.
  - ii) Before we parked our car we \_\_\_\_\_ (collect) the ticket.
  - iii) He \_\_\_\_\_ (watch) T.V. when we visited his house.
  - iv) Prahlada and Tobit \_\_\_\_\_ (arrive) ten minutes ago.
  - v) Sowmya \_\_\_\_\_ (play) Chess every day.

[5+5]

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