

**DiplETE – ET/CS**

Time: 3 Hours

**DECEMBER 2012**

Max. Marks: 70

**PLEASE WRITE YOUR ROLL NO. AT THE SPACE PROVIDED ON EACH PAGE IMMEDIATELY AFTER RECEIVING THE QUESTION PAPER.**

**NOTE: There are 9 Questions in all.**

- Question 1 is compulsory and carries 20 marks. Answer to Q. 1 must be written in the space provided for it in the answer book supplied and nowhere else.
- The answer sheet for the Q.1 will be collected by the invigilator after 45 Minutes of the commencement of the examination.
- Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 10 marks.

**Q.1 Choose the correct or the best alternative in each of the following: (2×10)**

a. I met him recently \_\_\_\_\_ Delhi.

(A) in

(B) at

(C) near

(D) under

b. \_\_\_\_\_ last week, our agents had found no trace of the new weapon.

(A) Until

(B) Since

(C) For

(D) At

c. The pilot landed the crippled plane in a \_\_\_\_\_ fashion.

(A) demure

(B) masterful

(C) ferment

(D) masterly

d. Conciseness of a message refers to its \_\_\_\_\_.

(A) specificity

(B) comprehensiveness

(C) crispness

(D) clarity

e. While communicating, if you wish to figure out the thoughts in the mind of the sender, intently watch out for \_\_\_\_\_.

(A) eye signals

(B) body movements

(C) hand gestures

(D) none of these

f. Physical and Mechanical Barriers occur due to \_\_\_\_\_.

(A) Poor layout

(B) Noise

(C) Poor expression

(D) Emotions

g. Salutation is a greeting for the \_\_\_\_\_.

(A) post-script

(B) addresser

h. Informal communication provides the \_\_\_\_\_ advantage

- (A) speedy transmission (B) incredible  
(C) self confidence (D) mongering

i. The oldest form of a business letter is \_\_\_\_\_.

- (A) Blocked form (B) Indented form  
(C) Fully blocked form (D) Semi-blocked form

j. Morale stands for \_\_\_\_\_.

- (A) education (B) warning  
(C) mental health (D) suggestion

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**Answer any FIVE Questions out of EIGHT Questions.  
Each question carries 10 marks.**

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**Q.2** a. What are the contents of a project report? (5)

b. What are the drawbacks of written communication? (5)

**Q.3** a. What are the advantages of informal communication? (5)

b. Explain counselling as a function of communication. (5)

**Q.4** a. What are the roles of gestures and face in communication? (5)

b. What is meant by “moving the paragraph forward”? (5)

**Q.5** a. What are the main tools of research? (5)

b. Correct the following sentences:

- (i) Your's sincerely  
(ii) It's members  
(iii) He does not behave as politely like the old manager did.  
(iv) Take notes carefully lest you might not miss any important points.  
(v) He travelled by my car (5)

**Q.6** a. Read the passage given below and answer the questions that follow:

In every country people imagine that they are the best and the cleverest and the others are not so good as they are. The English man thinks that he and his country are the best; the Frenchman is very proud of France and everything French. The Germans and Italians think no less of their countries and many Indians imagine that India is in many ways the greatest country in the world. This is wrong. Everybody wants to think well of himself and his country. But really there is no person, who has not got some good and some bad qualities. In the same way there is no country which is not partly good and partly bad. We must take the good wherever we find it and try to remove the bad whatever it may be. We are, of

today. Most of our people are poor and unhappy. They have no joy in their lives. We have to find out how we can make them happier. We have to see what is good in our ways and customs and try to keep it, and whatever is bad we have to throw away. If we find anything good in other countries, we should certainly take it.

- (i) What do people think in every country?
- (ii) What do many Indians imagine?
- (iii) What should be our attitude towards other countries?
- (iv) What should we throw away?
- (v) Give a suitable title to the passage. (5)

b. Do as directed:

- (i) Let me go in the train. (Correct it)
- (ii) He works hard. (Change into future)
- (iii) I said to Gopal, "Why are you late?" (Change into Indirect)
- (iv) Love for mankind (Change into one word)
- (v) The thief was caught (Change the voice) (5)

**Q.7** a. Why is oral presentation needed? (5)

b. Write down some tips for spoken English. (5)

**Q.8** a. Write down various parts of a business letter. (5)

b. What are the essential features of group Discussion? (5)

**Q.9** a. What is the 'Annual Report' of a company? (5)

b. What are the flows or directions in which communication may be sent? (5)