



KEEPING MOBILE PHONE/SMART WATCH, EVEN IN 'OFF' POSITION IS TREATED AS EXAM MALPRACTICE

Answer **ALL** Questions

(10 X 10 = 100 Marks)

1. Rewrite the following passage correcting and underlying the errors in subject-verb agreement.

Soil erosion occurs in successive steps, the earliest of which may easily passes unnoticed. In the later stages, the cutting up and washing away of the earth are only too painfully apparent in the formation of deep gullies and ravines, which makes all agriculture impossible. Sudden bursts of excessively heavy rain resulting in a large run of surplus water is the principal factors in causing soil erosion. Contributory causes are the slope of the land, removal of natural protective coat of vegetation, the existence of ruts, along which the water can flow with rapidly gathering momentum, and the absence of any checks of such flow. Incredibly large quantities of precious soil can be washed away if such conditions exists, as it is unhappily too often the case.

The menace which soil erosion present to the continuance of successful agriculture are an alarming one in many parts of India, calling urgently for attention and preventive action. The terracing of the land, construction of bunds to check the flow of water, the practice of contour cultivation and the planting of appropriate types of vegetation is amongst the measures that has been suggested. It is obvious that the aim should be to check the flow of water at the earliest possible stage before it has acquired any appreciable momentum and correspondingly large destructive power.

Water is the basis of all life. Every animal and every plant contain a substantiate proportion of free or combined water in its body and no kind of physiological activity is possible in which the fluid does not play an essential part.

2. You propose to enroll yourself for Doctorate Degree in your core area from IIT, Chennai. Write a statement of purpose mentioning the following to the admissions Officer:

- Education
- Awards and Certificates
- Future plans
- Motivating factors to join the course, etc.

3. Imagine you have purchased a mobile online. Now it is hanging when you are using it. Write a letter of complaint to the company authorities asking them for a replacement. Invent necessary details.

4. Draft a memo to be issued to college staff, related to biometric attendance making punch in and punch out mandatory with 8 hours of working time including lunch break and the movement register to be maintained for any emergency work outside the campus during the working hours.

5. Paraphrase the following excerpt from an article in not more than 200 words:

Computers provide us with new capabilities and these in turn give us new choices for action. Often, either no policies for conduct in these situations exist or existing policies seem inadequate. A central task of computers ethics is to determine what we should do in such cases.... Of course, some ethical situations confront us as individuals and some as a society. Computer ethics includes consideration of both personal and social policies for the ethical use of computer technology.

The year 1985 was a watershed year for computer ethics, not only because of the special issue of *Metaphilosophy* and Moor's classic article, but also because Deborah Johnson published the first major textbook in the field, *Computer Ethics*, as well as an edited collection of readings with John Snapper, *Ethical Issues in the Use of Computers*. In her book, Johnson defined computer ethics as a field which examines ways that computers 'pose new versions of standard moral problems and moral dilemmas, exacerbating the old problems, and forcing us to apply ordinary moral norms in uncharted realms.' Unlike Maner (1996), Johnson did not think that computers created wholly new ethical problems, but rather gave a 'new twist' to already familiar issues such as ownership, power, privacy and responsibility.

6. Explain the key steps in writing a literature review paper.
7. Differentiate inter-personal and intra-personal communication with examples.
8. Right from the day of joining, you like neither the language nor the body language of your roommate. She uses abusive language and talks in a loud voice. She is very social with all your classmates. You feel she is a dominating kind of a personality and hence you keep distance from her. She has spread the rumour among your classmates that you are a strong-headed person and an introvert. The moment you enter the class, you feel that everyone is staring at you and backbiting you. So, you never speak to your classmates even. A new girl has joined the class and unaware of the prevalent situation there, she makes friends with you and finds that you are a good friend. She is the one who tells you how everyone feels about you and the person responsible for that. She also tells you that though your roommate's language and body language are dominant, she is also a good person. Many a time, you try to sit and discuss with your roommate and your classmates and sort out the problems between you and them, but the moment you see them, you feel intimidated and shut down.

Discuss the barriers of communication preventing you from socializing and ways to overcome those barriers.

9. Analyse the following situation and answer the following questions:

International Steel India is a multi-national company which has a head office in Delhi and a plant in Mumbai. Around 5000 workers are employed in the plant with Mr. Strict as the plant manager. One day, Mr. Strict observes some workers smoking in smoking prohibited area and hence abuses them in unparliamentary language and takes them to task. The infuriated workers decide to go on a lightning strike. The personal manager of the plant

informs the plant manager that the workers are demanding written apology from the plant manager for his actions to which Mr. Strict strongly retorts. Mr. Mishra tries to reason both the union and Mr. Strict, but in vain. Hence, he takes the task to the notice of the chairman, Mr. Agarwal.

There were number of meetings of the executives over the next three days at the head office, but no solution was reached. In the meanwhile, the union leaders approached the labour minister to intervene, who in turn summon the chairman and asked him to go for a compromise.

Mr. Strict refuses to give a written apology and demands that the chairman should back him up and that smokers should get the sack. But Mr. Mishra presses the chairman for a compromise to save every body's face.

On hearing this, the chairman pressed Mr. Strict to offer a mild oral apology within 24 hours and get back the workers in the plant by next evening. Hence, Mr. Strict approached the workers along with Mr. Mishra, offered an apology in broken Hindi and then asked them to go back to work in strong English. Mr. Mishra interrupted him and requested him not to create any further problem. The employees went back to work.

Questions:

1. What conflict management skills had Mr. Strict missed?
2. Explain the conflict management skills Mr. Mishra used to resolve the conflict with the laborers?

10. Analyse the following case study on negotiation skills in about 250 words:

Sudha settled in a new house for rent. The house owner who was downstairs was an adamant lady. If she asked for any help, Sudha rejected it. So, the house owner would react in a weird way by pinpointing some small mistake of hers. So Sudha dealt with her very carefully. Sudha has been searching for a vacant site for a long time to build her own house. The site opposite to their house belonged to her house owner. Sudha liked it a lot since it had road on both sides and it was a peaceful area, away from pollution, but the heart of the city was at a stone's throw. Suddenly one day the house owner brought a proposal to Sudha that she was selling away her site, but the cost quoted by her house owner was a bit high. Sudha negotiated a lot with her, but could not succeed. Finally Sudha gave in and bought the site for the exact price quoted by the house owner. Everyone started scolding Sudha for buying the site at such a high price. But Sudha had her own reasons for buying the property at that cost. Similar property at the heart of the city was double the rate than this. It was her favourite site. On the top of all, she was scared that if Sudha let the site go, she might not get that kind of property again and she has to bear the tortures of the house owner. But many a times, Sudha herself wondered if she had wronged by buying that site at such a huge price and if she should have let it go.

