



- **KEEPING MOBILE PHONE/ELECTRONIC DEVICES EVEN IN 'OFF' POSITION IS TREATED AS EXAM MALPRACTICE**
- **DON'T WRITE ANYTHING ON THE QUESTION PAPER**

Answer any TEN Questions

(10 X 10 = 100 Marks)

1. Explain in detail the principles of communication
2. Discuss in detail the features of effective communication
3. **Rewrite the following sentences, correcting the errors:**
 - a) If Reshma were an administrator, she will not take such decisions.
 - b) Either the volunteers or the leader have to shoulder responsibility for the damage of property in the office during the strike.
 - c) Had the scholar not completed his PhD on time, he cannot get the job in the UK.
 - d) Riyaz, on the advice of his doctors, are taking rest now.
 - e) The number of participants during the two-day literature festival were 240.
 - f) Next week by this time, the team will complete the project.
 - g) John will fly from country to country, were he rich.
 - h) Neither the labourers nor the union leader were found guilty in the case.
 - i) The interview for the candidates is scheduled to be conducted between 10 am to 4 pm next week.
 - j) The MD says that some of the problems still remain unsolved.
4. Assume that you are a PhD degree holder in Mechanical Engineering and that you wish to apply for the post of faculty in the Dept. of Mechanical Engineering at Seilon Institute of Technology, Chennai. Draft a resume.
5. As a lab incharge you purchased some equipment for your Computer Science Lab. After the purchase you could notice some defects in the equipment. Write a letter of complaint addressed to M/S Philo Computers Ltd, Mumbai, mentioning the defects that you observed, and requesting replacement of the same.
6. Describe the process of creating an e-mail account.
7. **Summarize the following passage and give a suitable title:**

A good administrator treats all people with respect, and does not have his own likes and dislikes. He makes decisions about an employee based on job performance and not on the basis of his own opinions, likes and dislikes. He handles each problem with objectivity and does not allow personal feelings to dictate any course of action. When a situation requires discipline, he ensures that the action taken is consistent with similar cases, so that no one can accuse him. An effective administrator is able to motivate staff to perform beyond company standards. To achieve this goal, a good administrator must know the strengths and weaknesses of employees. He must praise an employee and give recognition when an assignment or project is executed well and find tactful ways to bolster

areas that need improvement. A good administrator must also work towards providing incentives and bonuses for exceeding goals.

Good communication is not just expressing a viewpoint clearly, but also requires listening to what others are saying. A skilled administrator speaks clearly and ensures that his words are specific so there is no confusion. He should listen to everything an employee tells him and writes it down to avoid misunderstandings if the issue comes up in the future. Keeping an open-door policy is an effective way to help employees feel comfortable in expressing honest opinions.

An effective administrator does not keep himself aloof from employees, but rather seeks a mentoring relationship to help them move up the corporate ladder. Mentoring requires a willingness to share experiences and insider tips that only come from having been in the same position as the employee. It is also important to exhibit kindness toward employees and remember that they have lives outside the office. Good administrators do not overwork their employees, and they make allowances for personal situations which may require flexibility.

8. **Read the following case on team building, and answer the questions given below.**

A young tech startup has seen explosive growth in the past year. However, with new departments and team members added quickly, communication became strained. Teams are working in silos, with engineers, marketing, and sales barely interacting. This has led to missed deadlines, product misalignment with marketing messages, and finger-pointing. Confusion and misunderstanding have increased, hampering interdepartmental collaboration and communication. The teams started well but, sadly, in a short time, they diverged in many aspects, ignoring the larger interest of the company. The company analyses the reasons for the breakdown of the team culture and appoints an external Expert Committee to fix the issues in team coherence.

a. In which stage of team formation do you think the problem occurred and why did the problem occur in the first place?

b. Assuming that you are the Head of the Expert Committee to revive the team culture, what measures would you suggest for restoring a cordial team culture?

9. **Read the following case, and answer the questions that follows:**

Saleem and Moses are designers working on a crucial project for a client presentation. Saleem is meticulous and prioritizes quality, often taking extra time to refine his work. Moses is efficient and prioritizes timely completion of tasks, sometimes sacrificing a bit of quality. This has caused tension as Saleem feels that he is being rushed while Moses feels that timelines are not being met. The deadline is fast approaching, and their differing approaches threaten the project's success.

- a. Describe the conflicting issues in the given case
b. Suggest measures to overcome the conflict

10. There is no end to research. Nowadays, in every field, use of Artificial Intelligence has started attracting everyone's attention. There are debates and discussions going on everywhere on the use of Artificial Intelligence. Technology has its own advantages and disadvantages. Is human intelligence at risk due to the excessive use of Artificial Intelligence? If all tasks are carried out in work places through robots or by using Artificial Intelligence, will it pose a threat to employment, when unemployment continues to be one of the main problems everywhere? Luddites and those who belong to the old school stick to the opinion that human intelligence has its own value, and it should no way be replaced. When it comes to communication, the young generation finds use of Artificial Intelligence most convenient and least time-consuming as well. However, such an 'easy going' life style not make them realise the value of human intelligence, especially when some situation that forces them to rely upon human intelligence arises.

- a. Express your views on the use of Artificial Intelligence
- b. Advantages of AI for promotion of research – Discuss

11. Assume that you are an employee of Terman Industries (pvt), Calicut. A meeting of the employees was conducted two weeks ago by the Director of your work place. Prepare the minutes of the meeting. Invent details

12. Assume that you wish to apply for a project in your field. Write a project proposal for getting funding from the Govt.

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