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53 (HU 601) PRCM

2014

PROFESSIONAL COMMUNICATION

Paper : HU 601

Full Marks : 100

Time : Three hours

*The figures in the margin indicate full marks  
for the questions.*

*Answer any five questions.*

1. (a) Write an essay on the following topic (within  
400 words) 8
- (i) Cyber bullying is the consequence of  
poor privacy settings

*Or*

- (ii) Guns don't kill, people do.

*Contd.*

- (b) Write a precis of the following passage. Give a suitable title. 5

Changes in a society demand changes in the way of maintaining social order. The techniques of social control are also adjusted to changed situations, as no system of social control works perfectly. People often deviate from social and legal norms, although non-conformity varies greatly in form and frequency. Though deviation is perceived as a threat to social stability yet attitude towards deviants keeps on changing with change in beliefs in the causes of deviant behaviour in general and crime in particular. There was a time when crime was attributed to the possession of an individual by evil spirits. Then, it came to be believed that crime was the result of biological defect, mental illness, defective social environment, or of conflicting sets of norms and values and so forth. With such changes in attitude towards crime, general attitude towards criminals and particularly with regard to punishing criminals, has also kept on changing with this change over time, the functions of prisons have also changed from custodial, to coercive, to corrective. In early India, jails

functioned on the principle of custodial care. With the assertion that a jail for confinement and not for punishment, prisons were concerned simply with holding prisoners while they waited for trial during the medieval and early British periods, emphasis came to be laid on retributive and deterrent aspects of punishment. Physical torture, social degradation and restrictions on freedom were among the programmes used for inflicting pain on criminals. Prisons were primarily used as penal institutions. No attention was paid to differences in age, sex, nature of crime, criminal background or mental status of the offenders. It was only after the recommendations of the Jail Reforms Committee of 1919 were accepted that conditions in prisons gradually improved and prisons came to be used for corrective purposes, i.e. for bringing offenders round to becoming good citizens through discipline of work, education and moral instructions.

(c) Read the following quotations carefully and brief the central idea in your own words.

(i) "Even if I knew that tomorrow the world would go to pieces, I would still plant my apple tree". 3

- (ii) "You are not only responsible for what you say but also for what you do not say". 4

*Or*

"Reason is the enemy of faith".

2. (a) While travelling to the college, you have lost your wallet containing some cash and other important articles. Write a notice to be displayed in your college notice board. 6
- (b) You are organizing a Hostel Mess Committee meeting for discussing various issues of the hostel inmates. Draft out the agenda for the meeting and prepare the minutes of the meeting as it gets completed. 7
- (c) As the Chief of Production Section, write a Memo to the Financial Manager seeking his approval for purchasing additional raw materials worth Rs. 10,000/- 7
3. (a) If you are asked to make a case study of technology improvisation in cottage industries, what are the components you would record to make it a comprehensive and analytical case study? 7

- (b) Write a letter to the manager of a bank where you hold an account, asking for a statement of accounts for the last three months. 6
- (c) Assuming that you are a newly passed out engineering graduate, prepare a Curriculum Vitae for applying for a job. Systematically present all the necessary details. 7
4. (a) As the Chairman of the Municipal Corporation, prepare a report for the Deputy Commissioner on rapid increase in the number of road accidents investigating the causes and suggesting measures to improve the condition. 10
- (b) Prepare the user manual describing installation procedures for the interactive education software programme you have developed. 10
5. (a) Write the significance of public speaking skills mentioning the qualities of a good speaker. 10
- (b) Imagine that you are the CEO of your company and you have to address the Board of Directors at a meeting regarding the expansion of the company. Prepare a speech that you will deliver. 10

6. (a) What does the Group Discussion test of a candidate? Is Group Discussion different from conversation? Explain. 10
- (b) What are the do's and don'ts that one should keep in mind in order to make a good impression as a participant in a GD? 10
7. (a) According to Keith Davis, an expert in the communication field, there are three main barriers to communications: 10
- (i) Personal barriers
  - (ii) Semantic and Language barriers
  - (iii) Physical / Technical barriers. Explain.
- (b) Non-verbal communication refers to — “all external stimuli other than spoken or written words, including body motion, characteristics of appearance, characteristics of voice, and use of space and distancing” (ibid). How do all these non-verbal clues help in an effective communication? Explain. 10
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