

BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI

First Semester (2017-18)

BITS F437: Technical Communication

Comprehensive Examination (Closed Book)

Time: 3 Hours

02 December 2017

Max Marks: 80

Q1. Rewrite the following text so as to make them clear, precise, direct and effective. (20)

Due to the fact that the production of reports involves considerable cost to our organization, it can easily be seen that the reduction of the time spent in writing and reading them, a shortening of the reports themselves, would represent an appreciable gain in reducing our general operating expenses, although the matter of the length of the report should naturally be considered in relation to the complexity of the material and its adequate coverage keeping in mind the requirements of the specific situation.

Q2. Answer the following questions in not more than 100 words each. (10x3)

- (i) What is the role of feedback in effective communication? Write your answer incorporating appropriate examples.
- (ii) How important is audience adaptation for making an effective oral presentation. Write your answer citing appropriate examples.
- (iii) Explain the role and importance of eye contact in oral communication.

Q3. The ministry of Social Justice wants to know the reasons for Indian youth adopting violent means to press for their demands. It has asked the Director, Institute of Fundamental Research, New Delhi to conduct a study and submit its report. Assuming yourself to be the Chief Research Officer of the Institute, write a **Report** addressed to the Secretary, Ministry of Social Justice, Central Secretariat, New Delhi using the following data which have been ascertained through mail questionnaire. Write only the **Title page, and the Main Body (Introduction, Discussion, Conclusion and Recommendations) of your report.** Invent necessary details wherever necessary. (30)

Views of people of different age groups from five metropolitan cities:

Age group	Corruption	Unemployment	Faulty Legal System	Easy access of arms	Cinema	Unitary family
10-20	10	15	07	13	32	23
20-30	23	32	20	10	04	11
30-40	20	35	16	11	10	08
40-50	27	11	24	09	12	17
50-60	20	07	33	08	10	22

(The given data are in percentage.)
