

MCA (Revised)
Term-End Examination
December, 2006

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : Answer *all* questions.

1. Read the following passage and answer the questions given after it :

Reports

A report is a factual piece of writing based on evidence. The evidence may have been gathered at first hand by the writer, which is sometimes but not always the case with newspaper reports. Often it is the result of research into data provided by someone else. The data in a shipping report comes from the weather stations where recording instruments are located. In the case of a campaigning report, the data will have come from a variety of sources : interviews, press cuttings, and information taken from research done by academics and others.

Information that can be checked

The information in a report has to be reliable. Newspapers claim to publish true information and good reporters can normally vouch for their stories. They may refuse to reveal their sources of information, but these are good and reliable. Official reports normally contain the evidence upon which they are based or provide detailed references to their sources of information.

Presentation and Style

The whole purpose of a report is to communicate information and ideas effectively, so presentation is very important. Different types of reports have different conventions. The shipping report presents just the bald data in a form and order which is easy to understand and interpret. The most important information in a newspaper report is contained in the first two or three paragraphs so that busy readers may get the gist of the report without having to read thousands of words. Business reports often begin with an 'executive summary' for the same reason.

Audience

Reports are often prepared for a specialist audience. It allows the writer to assume that the audience understand a certain amount of information and are familiar with the style of presentation.

On the other hand, the audience are to a greater or lesser degree 'experts' and may be critical of the writing or may feel that it is not upto the expected standard. So there are

advantages and disadvantages for the writer addressing a specialist audience.

John Seely

- (i) Mention two ways of gathering data that may go into a report. 2
 - (ii) What is that one condition that governs all reports ? Why ? 2
 - (iii) How does the report writer show consideration for the reader's time ? 2
 - (iv) Given below are two statements. Say whether they are true or false.
 - (a) An executive summary contains the gist of the report and occurs in the beginning of the report. 1
 - (b) Official reports may refuse to reveal their source for their data. 1
 - (v) Who comprises a specialist audience ? Why is it difficult to write for a specialist audience ? 2
- 2.** Choose the word or phrase that best completes each sentence from the options given below : 5
- (i) The two companies are planning to merge. They shall begin a round of _____ tomorrow.
 - (a) arguments
 - (b) notifications
 - (c) negotiations
 - (d) accusations

(ii) You should try to be more _____ in the meetings or they will pass their own agenda.

- (a) aggressive
- (b) assertive
- (c) ambiguous
- (d) anomalous

(iii) An emergency meeting was inevitable. So a _____ was quickly circulated in all the departments.

- (a) order
- (b) memoir
- (c) requisition
- (d) memo

(iv) The Chairperson tried to _____ the different ideas and viewpoints that emerged during the discussion.

- (a) synthesize
- (b) sum up
- (c) synchronize
- (d) symbolize