

MUMBAI UNIVERSITY CBCGS SEM 2
Professional Communication and Ethics – I -Dec 2023 SOLUTIONS

Q1. A. Answer the following questions briefly.

1. “Communication is a network of interactions where the sender and the receiver keep on changing their roles”. Explain the process of Communication in the light of the above statement with the help of appropriate diagram. [05]

Ans:- The statement "Communication is a network of interactions where the sender and the receiver keep on changing their roles" emphasizes the dynamic nature of communication, where individuals involved in the communication process continuously exchange roles of sender and receiver. Let's explain the communication process in light of this statement with the help of a diagram:

1. Sender-Receiver Interaction:

- The sender initiates the communication by encoding a message and transmitting it to the receiver.
- In the initial phase, the sender takes on the role of the primary communicator, while the receiver is in the role of the primary recipient.

2. Message Encoding and Decoding:

- The sender encodes the message using symbols, words, or gestures, depending on the chosen communication channel and the intended audience.
- The receiver decodes the message, interpreting the symbols, words, or gestures to derive meaning from the communication.

3. Feedback Loop:

- Upon receiving the message, the receiver may provide feedback to the sender. This feedback can take various forms, such as verbal responses, nonverbal cues, or actions.
- The feedback loop represents the continuation of the communication process, where the roles of sender and receiver interchange.

4. Role Reversal:

- As the communication progresses, the roles of sender and receiver may interchange multiple times. For instance, the receiver may become the sender by responding to the original message or by initiating a new message.

- Coherence refers to the logical organization and flow of ideas within a written document. It involves ensuring that the content is well-structured and presented in a sequential and orderly manner.
- Writers should use appropriate transitions between sentences and paragraphs to connect ideas and maintain a cohesive narrative. This helps readers follow the logical progression of the message and understand how different parts relate to each other.

4. **Correctness:**

- Correctness emphasizes the importance of accuracy and precision in written communication. It involves ensuring that the content is free from grammatical, spelling, punctuation, and factual errors.
- Writers should carefully proofread their writing to identify and correct any mistakes before sending or publishing the document.

5. **Completeness:**

- Completeness means that a message should provide all the necessary information required by the recipient to understand the topic or take appropriate action. It involves addressing all relevant points and anticipating potential questions or concerns the reader may have.

Q2. A. Being the Sales Manager of Universal Computer Technologies, Mumbai; you have received an annoyed letter from one of your wholesale distributors about the manufacturing defect in the batteries of the laptops that they have bought from your company recently. Draft a suitable reply using Complete block form. [05]

Ans:- [Your Name] Sales Manager Universal Computer Technologies [Address] Mumbai

[Date]

[Recipient's Name] [Recipient's Title/Position] [Wholesale Distributor's Company Name]
[Address]

Dear [Recipient's Name],

Thank you for bringing to our attention the issue regarding the manufacturing defect in the batteries of the laptops you recently purchased from Universal Computer Technologies. We sincerely apologize for any inconvenience this may have caused you and your customers.

At Universal Computer Technologies, we strive to deliver products of the highest quality, and we are deeply concerned to learn about the issues you have encountered. Please rest assured that we take customer feedback seriously, and we are committed to resolving this matter promptly to your satisfaction.

In order to address the manufacturing defect in the batteries, we have initiated a thorough investigation into the root cause of the problem. Our technical team is working diligently to

identify and rectify any issues in our manufacturing process to prevent similar incidents from occurring in the future.

As a valued partner and distributor of our products, we understand the importance of maintaining your trust and confidence in our brand. We are committed to providing you with the support and assistance you need to resolve this issue and ensure that your customers receive products of the highest quality.

In the meantime, we would like to offer our assistance in replacing any defective batteries and providing any necessary technical support to help minimize any disruption to your business operations. Please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email address] for further assistance.

Once again, we apologize for any inconvenience this may have caused, and we appreciate your understanding and cooperation as we work to address this issue.

Thank you for your continued partnership and support.

Sincerely,

[Your Name]

Sales Manager

Universal Computer Technologies.

B. Identify the sender, receiver, message, channel and feedback: (05)

(i) Seeking vote during election campaign. (ii) The teacher summons the student to her cabin to give him some instructions. The student replies in the affirmative and leaves the cabin. [05]

Ans:-

(i) Seeking vote during election campaign:

- Sender: The candidate or representative seeking votes during the election campaign.
- Receiver: The potential voter or electorate targeted by the sender's campaign.
- Message: The message conveyed by the sender is typically a request for support, urging the receiver to vote for the candidate or party in the upcoming election.
- Channel: The channel of communication can vary, including public speeches, campaign rallies, advertising (such as posters, flyers, TV ads), social media platforms, direct mail, or door-to-door canvassing.
- Feedback: Feedback in this context could include responses from voters indicating their support or opposition to the candidate, as well as their likelihood of voting in the election.

(ii) The teacher summons the student to her cabin to give him some instructions. The student replies in the affirmative and leaves the cabin.

- Sender: The teacher.
- Receiver: The student.
- Message: The message from the teacher is a summons to the student to her cabin to provide instructions.

- Channel: The channel of communication is direct verbal communication between the teacher and the student, likely face-to-face.
- Feedback: The student's affirmative reply and subsequent action of leaving the cabin serve as feedback to the teacher, indicating that the message was received and understood.

3. A. What is Hazard Notation and discuss how it can be categorized into various special notices? [05]

Ans:- Hazard notation is a symbolic representation used in chemistry to communicate the hazards associated with specific chemicals or substances. It provides a quick and standardized way to convey information about potential dangers, such as toxicity, flammability, reactivity, and other hazards. The hazard notation system typically consists of symbols and codes that are displayed on containers, labels, or safety data sheets (SDS) to warn individuals about the risks associated with handling, storing, or using particular chemicals.

Hazard notation can be categorized into various special categories based on the type of hazards they represent. Some of the common categories include:

1. Physical Hazards:
 - Physical hazards refer to the properties of a substance that can cause harm without necessarily involving chemical reactions. This includes hazards such as flammability, explosiveness, and reactivity with water or air. Hazard notation for physical hazards often includes symbols such as flames, explosion symbols, or symbols indicating reactivity with water or air.
2. Health Hazards:
 - Health hazards refer to the potential adverse effects of a substance on human health. This includes hazards such as toxicity, carcinogenicity, skin or eye irritation, and respiratory sensitization. Hazard notation for health hazards often includes symbols such as skulls (for acute toxicity), crosses (for skin or eye irritation), or symbols indicating respiratory hazards.
3. Environmental Hazards:
 - Environmental hazards refer to the potential impact of a substance on the environment, including aquatic toxicity, ozone depletion, and bioaccumulation. Hazard notation for environmental hazards often includes symbols such as fish (for aquatic toxicity), trees (for environmental toxicity), or symbols indicating ozone depletion potential.
4. Special Hazards:
 - Special hazards refer to specific dangers associated with certain substances, such as sensitization, corrosivity, or pyrophoricity. Hazard notation for special hazards often includes symbols such as exclamation marks (for sensitization), corrosion symbols (for corrosive substances), or symbols indicating pyrophoric properties.
5. Precautionary Measures:
 - Hazard notation may also include information about recommended precautionary measures for safe handling, storage, and disposal of chemicals.

This can include symbols indicating the need for personal protective equipment (PPE), ventilation requirements, or special storage conditions.

B. Do as directed:

(05)

1) It is 2 o'clock _____ my watch. (Use Preposition)

2) My uncle and aunt ___ visting me. (Use proper Subject verb agreement)

3) Use the synonym word to form two different sentences. Eminent, Imminent

4) Antonyms of : Pessimistic

5) One word substitution: Exchange of thoughts between two individuals.

Ans:-

1. It is 2 o'clock according to my watch. (Use Preposition)

2. My uncle and aunt are visiting me. (Use proper Subject-verb agreement)

3. Synonym word: Eminent

- Sentence 1: The eminent professor delivered a captivating lecture on quantum physics.
- Sentence 2: His eminent position in the scientific community earned him widespread recognition.

4. Antonyms of: Pessimistic

- Optimistic
- Hopeful

5. One word substitution: Exchange of thoughts between two individuals

- Dialogue

4. A. Write a letter to your college authorities requesting for Scholarship approval for paying your college fee. [05]

Ans:-

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email Address]

[Your Phone Number]

[Date]

[College Authorities Name]

[Position/Title]

[College Name]

[College Address]

[City, State, ZIP Code]

Dear [College Authorities Name],

I hope this letter finds you in good health and high spirits. I am writing to request your kind consideration and approval for a scholarship to assist in paying my college fees for the upcoming academic year.

As you may be aware, I am currently enrolled in the [Your Program/Year] at [College Name]. While I am deeply committed to my academic pursuits, I am facing financial challenges that make it difficult for me to cover the full cost of tuition and other educational expenses.

I come from a humble background, and despite my best efforts to secure part-time employment and seek external financial assistance, I find myself struggling to make ends meet. The burden of college fees weighs heavily on me and my family, and without additional support, I fear that I may not be able to continue my education and realize my academic goals.

I firmly believe that I have demonstrated exceptional dedication and academic promise throughout my time at [College Name]. My academic achievements and involvement in extracurricular activities stand as a testament to my commitment to excellence and my desire to make the most of the educational opportunities afforded to me.

Therefore, I humbly request your assistance in obtaining a scholarship that would alleviate the financial strain on my family and enable me to focus wholeheartedly on my studies. I assure you that any support extended to me will be met with utmost gratitude and a firm commitment to academic success.

I am more than willing to provide any additional documentation or information required to support my scholarship application. Please let me know if there are any specific procedures or deadlines that I need to adhere to in this regard.

Thank you for considering my request. Your support would not only ease my financial burden but also reaffirm my faith in the values of education and opportunity that [College Name] stands for.

I eagerly await your favorable response.

Sincerely,

[Your Name]

B. State whether the following statements are true or false. (05)

1. The living nature of the English language causes semantic barriers. - True
2. Stage-fright is a very rare phenomenon. - False
3. Crossing one's arms across one's chest is a sign of defensiveness. - True

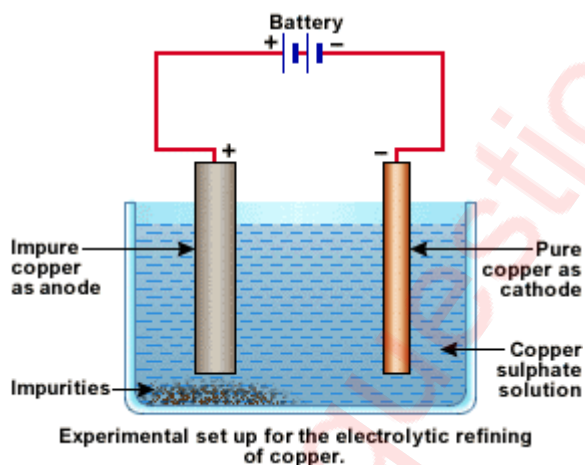
4. The first component in the process of communication is encoding. - True
5. One should write to impress, not express. - False
6. Written communication has legal validity. - True
7. It is easier to change an opinion than to change a belief. - True
8. Television is an example of a medium of communication. - True
9. Pacing up and down the stage while speaking in public makes a good impression. - False
10. One cannot not communicate. - True.

Q5. A Describe the following process through a definition, diagram, component, working and uses. Electrolysis OR Titration (05)

Ans:- , Electrolysis:

Definition: Electrolysis is a chemical process that uses an electric current to drive a non-spontaneous chemical reaction, typically to break down a compound into its constituent elements or to produce new compounds.

Diagram:



Components:

1. Electrolyte: A substance, typically an ionic compound, dissolved in a solvent that conducts electricity.
2. Anode: The positively charged electrode where oxidation occurs.
3. Cathode: The negatively charged electrode where reduction occurs.
4. Power source: Provides the electric current necessary for the electrolysis process to occur.

Working: When an electric current is passed through the electrolyte solution, the ions in the solution migrate towards the electrodes. At the anode, oxidation takes place, leading to the loss of electrons and the formation of cations. At the cathode, reduction takes place, resulting in the gain of electrons and the formation of either a metal deposit or gas bubbles, depending on the specific reaction. Overall, electrolysis results in the decomposition of the electrolyte and the production of new substances.

Uses: Electrolysis has various industrial applications, including:

- Electroplating: Deposition of a layer of metal onto a conductive surface.
- Production of metals: Extraction of metals from their ores.
- Electrolytic refining: Purification of metals.
- Production of hydrogen and chlorine gas: Electrolysis of water and salt solutions.

B. Write short note on:

(05)

i) Physical barrier ii) Grapevine communication

Ans;- i) Physical barrier: A physical barrier refers to any obstacle or hindrance that prevents effective communication between individuals or groups. This barrier can be literal, such as a physical distance between people, noise, or environmental factors, making it difficult for messages to be transmitted accurately. It can also be metaphorical, such as differences in language, culture, or status, which create barriers to understanding and interpretation. Overcoming physical barriers often requires conscious efforts to improve communication channels, eliminate distractions, and promote clarity in message delivery.

ii) Grapevine communication: Grapevine communication refers to informal, unofficial communication channels within an organization that arise spontaneously and spread rapidly among employees. Unlike formal communication channels, such as memos or official announcements, grapevine communication is characterized by its informal nature, lack of official sanction, and tendency to convey rumors, gossip, or personal opinions. While grapevine communication can be a valuable source of information and social cohesion within an organization, it can also lead to misunderstandings, misinformation, and decreased morale if left unchecked. Effective management of the grapevine involves maintaining open lines of communication, addressing concerns transparently, and fostering a culture of trust and accountability.

Q.6. A. Read the following passage and choose the right answer from the multiple choices given:

(05)

i) The idea of flying an aircraft was **(b) Distasteful** to some people.

ii) People thought that the Wright brothers had **(a) Acted without thinking.**

iii) The Wright's interest in flight grew into a **(c) Need to act.**

iv) Lilienthal's idea about controlling airborne vehicles was **(a) Proven wrong by** the Wrights.

v) The Wrights designed and built their own source of **(a) Force for moving forward.**

B. Given below are certain instructions. Classify them into Caution, Warning, Instructions, Description, Maintenance and Definition. [05]

(i) A doorbell consists of a push-button switch, a signal unit, wiring, and a transformer. – **Description**

(ii) Twice a year, wipe the blades of the ceiling fan with a damp cloth. – **Maintenance**

(iii) Unplug a refrigerator before servicing it. – **Caution**

(iv) Do not overload a circuit. It may result in fuse-blowing. - **Warning**

(v) When you chisel, cut away from your body, not towards yourself. - **Instruction**