

BITS, PILANI – DUBAI
Dubai International Academic City
YEAR II - SEMESTER II 2009-2010
COMPREHENSIVE EXAMINATION (CLOSED BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 19.05.10 Time: 3 hrs

Maximum Marks: 120

Weightage :120

Notes:

1. There are three parts of the question paper: Part A, Part B and Part C. Answer questions of Part A, Part B and Part C in the separate sheets provided for this purpose.
2. Answer questions in the sequential order.
3. Answer all questions.

PART A

- I.** The Purchase Manager of Apex Computers ordered thirty Personal Computers for the new city office, which was scheduled to open on 15 June 2010. You received a letter from him on 10 May 2010 informing that some of the monitors were cracked and damaged. He has also claimed that you should replace them at the earliest.

As, Mahesh Gupta, the Sales Manager of Modern Electronics Limited, draft a suitable reply granting the claim.

(24 marks)

- II.** Rewrite the following sentences to make them effective. (10 marks)

1. Unemployment decline, which has continued over the past four months, indicates that the recession has bottomed and the upturn in the economy is a fact.
2. Teachers must facilitate students in their process of enculturation into electronic conferencing literacy.
3. When people are rigidly entrenched in their view points, they shut out the arguments given in opposition by the other side.
4. With reference to the fact that the company is deficient in manufacturing and production space, the contract may in all probability be awarded to some other enterprise.
5. It is advisable to submit a stamped, self-addressed postcard with the application, specifically listing each item in the mailing, that is, the written application, the drawing, the fee, and the specimens.

PART B

- I.** The Director of Dubai International Academic City, Dubai is concerned about the poor academic standards of the various Colleges in Dubai .You as an Academic Analyst have been asked to enquire into the matter. Prepare a Questionnaire to be sent to the Professors and Faculty members of various Colleges in order to collect data for your report . Your questionnaire should have 15 questions.
(20 marks)
- II.** Imagine that you are the Secretary of Carrefour Group of Companies; a meeting of the Management Committee was held on 30th April 2010. Write the minutes of the meeting assuming the agenda to be as follows: (20 marks)
- 1.Minutes of the last meeting
 - 2.Appointment of the PRO
 - 3.Proposal of a new store
 - 4.Complaints regarding grocery items
 - 5.Any other matter
- III.** Write short notes on the following. (6 marks)
1. Glossary
 2. Index

PART C

- I** The management of Reg International is greatly concerned about growing absenteeism among the employees of its various divisions. You as the Personnel Manager, HRD, have been asked to investigate the causes of absenteeism and submit a report. Write this report in the form of a memo addressing it to the Managing Director.
(40 marks)

BITS, PILANI – DUBAI
Dubai International Academic City
YEAR II - SEMESTER II 2009-2010
TEST II (OPEN BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 08.04.10 Time: 50 minutes

Maximum Marks: 60

Weightage :60

NOTE: (Answer all questions. Answer all the questions in a sequence.)

Two years ago, Nisbit.com started an online transaction portal for users to do online shopping. After two years, the Chief Executive Officer (CEO) of Nisbit.com feels concerned about the slow growth of the company. It is observed that the number of consumers switching to online shopping have not met the expected level. The company has decided to conduct a nation-wide survey to find out the level of response of the customers and to investigate the causes for the low use of the online portal. The following table gives the finding of the survey in percentages.

| Reasons | Age Group | | |
|-------------------------------------|-------------|-------------|--------------------|
| | 19-29 Years | 30-50 Years | 51 Years and above |
| Security concerns | 37 | 55 | 8 |
| Resistance to change | 17 | 32 | 51 |
| Preference for traditional shopping | 47 | 39 | 14 |

As the Survey Manager of the group, write a formal report to be submitted to the CEO of Nisibit.com. Write only the following elements of the report. Invent the necessary details.

- 1. Introduction** **20 marks**
- 2. Discussion** **30 marks**
- 3. Conclusion** **10 marks**

BITS, PILANI – DUBAI
Dubai International Academic City
YEAR II - SEMESTER II 2009-2010
TEST I (CLOSED BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 21.02.10 Time: 50 minutes

Maximum Marks: 75

Weightage :75

NOTE: (Answer all questions. Answer all the questions in a sequence.)

1. Briefly explain the following terms with reference to communication and give one example for each term. **(5x4=20 marks)**
 - (1) Fact-inference confusion
 - (2) Communication selectivity
 - (3) 'Know it all'
 - (4) Information overload

2. Define the following terms with reference to communication. (Examples not required.) **(5 marks)**
 - (1) Ethical dilemma
 - (2) Ethical lapse
 - (3) Libel
 - (4) Slander
 - (5) Frame of reference

3. Discuss the communication process in brief with the diagram. **(13 marks)**

4. Write short notes on: **(12 marks)**
 - (1) Facial Expressions
 - (2) Gestures
 - (3) Pronunciation
 - (4) Voice Modulation

5. You have been asked to inspect a *video camera (camcorder)*. Prepare a proforma for this report. **(25 marks)**

BITS, PILANI – DUBAI
Dubai International Academic City
YEAR II - SEMESTER II 2009-2010
QUIZ I (CLOSED BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 09.03.10 Time: 20 minutes Maximum Marks: 15 Weightage :15

NOTE: (Answer all questions. Do not overwrite while marking the answers.)

VERSION A

I. Fill in the blanks.

(15 Marks)

1. All human knowledge of man's intellect is divided into ten major classes under the _____ system.
2. In a questionnaire, questions which suggest or anticipate answers are termed as _____.
3. Lack of empathy or identification with the other person leads to the communication barrier called _____.
4. The rising and falling pitch of the voice when somebody says a word or syllable is called _____.
5. Articulation refers to the _____ of all the sounds .
6. _____ gives figure –equivalents of groups of three letters arranged in alphabetical letter which is used in book number.
7. Periodicals, encyclopedias, indexes, etc. are stocked in the _____ section of a library.
8. The one aspect in which a personal interview differs from a questionnaire is that _____ can be collected through interviews.
9. In case of varied readership, the reporter should keep in view the audience who is _____ in knowledge from the subject of the report.
10. _____ is an important characteristic of technical / business communication.
11. Creating a favourable climate for conducting business is part of an organization's _____ communicative activities.

12. The _____ of a company are communicated through policy statements.
13. A _____ is often an engineer's only tangible product.
14. _____ report includes evaluation of data and conclusions.
15. You have to rely on your sensory perceptions, while collecting data using the following method _____.