

UNIT-1

Communication: Theory and Practice

1. Define the term "communication" in the context of interpersonal interactions.

Ans: Communication is the process of exchanging information, ideas, thoughts and feelings between individuals through various means such as speaking, writing or non-verbal cues. To create mutual understanding, messages must be sent and received.

2. What are the three primary components of the communication process?

Ans: The three primary components of the communication process are: Sender, receiver and message.

1. Sender: The person who initiates the message. 2. Receiver: The person who receives and interprets the message. 3. Message: The information or content being communicated.

3. Explain the concept of "feedback" in communication.

Ans: Feedback is the response given by the receiver to the sender's message. It helps the sender judge whether the message was understood as intended and allows for revision to ensure effective communication. Without proper feedback, communication is considered incomplete.

4. What is the difference between verbal and non-verbal communication?

Ans: Verbal communication involves the use of spoken or written words to convey a message. Non-verbal communication, on the other hand, refers to communication without use of words or spoken language. It includes body language, facial expressions, gestures and tone of voice to supplement or add meaning to spoken words.

5. What is the role of context in communication?

Ans: Context refers to the circumstances and environment in which communication occurs. It influences how messages are interpreted, as it includes factors like cultural background, situational context, and the relationship between the communicators, affecting understanding and response.

6. What is Formal communication?

Ans: Formal communication is described as information that is communicated via appropriate channels or methods. It is also known as official communication. The primary goals of this communication are to ensure that the information is conveyed appropriately and to have a proper conversation.

7. What is horizontal communication?

Ans: The flow of information between two or more persons working at the same level in an organisation is termed as horizontal communication. It is also known as lateral communication.

8. What is meant by gesture?

Ans: A gesture is a type of nonverbal communication in which specific messages are sent by outwardly visible bodily movements, either in addition to or instead of spoken words. It involves moving the hands, the face or other body parts.

9. What are the objectives of communication?

Ans: The objectives of communication are: 1- To give order & receive information 2- To issue orders & instructions 3- To improve morale 4- To motivate people

10. What is kinesics?

Ans: Kinesics is the study of how the body communicates through non-verbal cues like gestures and facial expressions, as well as through movement of the body as a whole.

11. What is proxemics?

Ans: Proxemics is a branch of non-verbal communication that studies how people communicate with one another through their use of space. It is also the study of how people unintentionally arrange their surroundings

12. What is communication?

Discuss communication model with diagram. Ans: communication is defined as the act of sharing or exchanging information, ideas or feelings from one place, person or group to another. It is fundamental to the existence and survival of humans as well as to an organization. A communication model is pictorial representation of the communication process, ideas & thoughts through diagram. In other words it is a systematic representation of the process that helps to understand how communication can be carried out. They also help to simplify the complex process of conversing and establish where and with whom communication occurs. The following are the components in models of communication Source or sender: The sender is the person who initiates the communication. It's where or from whom information originates. Encoding: This involves choosing the appropriate words and order to deliver the intended information to an audience or a receiver. In a simple term it can be defined as the way the information is described or translated into a message. Message: A message represents the information that an individual receives from a source. For example, you're communicating a message when you send an email or deliver a speech. Channel: Channels are mediums for conveying a message to the target audience. This may include phone conversations, text messages, emails, video, radio and social media. Receiver: The receiver is the person that receives the message sent by the sender. For example, when we listen to a speech, watch a show or read written content, we are the receiver in the communication process. Decoding: It is a process of interpretation and translation of coded information into a comprehensible form. Feedback: It is the response, reaction or information given by the recipient of a message to the sender. Communication is of no use without feedback. Noise: Interference in communication is called as noise. This includes physical noise, such as sounds of horn or loud music and encoded signals that create a distraction in a channel. The communication model diagram is provided below to simplify the process of understanding communication-

13. What is barrier in communication? Discuss only two barriers.

Ans: Communication barriers can include anything that prevents or disables communicators to deliver the right message to the right person at the right time or a receiver to get the right message at the right time. The process of communication is never smooth as it is affected by the barriers of communication. Barriers to effective communication can result in confusion which can lead to incorrect information being conveyed or miscommunication which can lead to loss of business. The Barriers to effective communication could be of many types like semantic, psychological, organisational barriers, physical, physiological and cultural etc. Following are some of the barriers to effective communication- 1. Semantic barriers 2. Psychological barriers 3. Organisational barriers 4. Cultural barriers 5. Physical barriers 6. Physiological barriers 1. Semantic barriers: Semantic barriers are also known as language barriers. It refers to the misunderstanding between the sender and receiver arising due to the different meanings of words, and other symbols used in the communication. The following instances of semantic barriers can be witnessed in communication. • Poor quality of message: Message when communicated should be precise and easy to understand, that makes it easy for the receiver to grasp the information conveyed. • Sometimes, due to the lack of clarity or complexity of the way of providing information from the sender, there can be a case of semantic barriers.

Example-A manager is conversing in English to a group of workers who understand and speak Bengali. It will create confusion among workers as they will not be able to understand what is being conveyed by the manager.

- **Technical language:** Language barriers also arise when the sender of the message is speaking in technical terms while the receiver is unaware of the terms. It creates confusion and misunderstanding between the sender and receiver by acting as a barrier to effective communication.

2. **Psychological Barriers:** Psychological barriers play an important role in interpersonal communication. Because the state of the mind of the sender or the receiver can make it difficult to understand the information that is conveyed, which often leads to misunderstanding. Some instances of psychological barriers to communication are as follows-

- **Premature evaluation of information-** Premature evaluation of information by the receiver even before it is transmitted can lead to barriers in communication, as it will create premature conclusion to the message, which withholds the original message.
- **Inadequate attention** - Inadequate attention from the receiver's end at the time of communication can lead to barriers of communication as the information conveyed by the sender is not properly received by the receiver.
- **Multiple sources-** When information is passed within multiple sources, the final information is distorted as the receivers of the message are not able to retain everything that was conveyed. This can cause communication barriers.

3. **Organisational barriers:** Organizational barriers refer to obstacles that hinder the flow of communication within an organization. Communication hurdles within an organisation can have a big impact on any business's success. These barriers are caused due to-

- **Rules and regulations** present in the organisation.
- **Hierarchical positions**
- **Organizational facilities**
- **Complex organisational structure**

Sometimes the complexity of organisational structure and multiple managers make it difficult to convey information properly, and the information gets distorted leading to miscommunication.

4. **Cultural barriers:** Cultural barriers are those that arise due to lack of similarities among the different cultures across the world. A term that can be harmless in one culture can be regarded as slang in another culture. Moreover, various beliefs can differ from one culture to another. A Cultural barrier in communication occurs mainly when communication happens between two different cultural backgrounds. Different sources of cultural barriers are-

- **Cultural norms and values-** People from different culture have different beliefs & values which impact their communication.
- **Stereotypes-** Cultural stereotypes occur when one assumes that all people within a culture act, think & behave in the same way. Stereotypes are intentional because images are created and fixed on people.
- **Values & beliefs-** Cultural values & beliefs are a series of principles and values passed on generation after generation by our ancestors. Based on values the entire cultural community decides their way of life. Those ideas decide how a person of that culture will behave and how they will lead their lives.
- **Body language & gestures-** Body language plays an important role in cross- cultural communication. It includes facial expressions, eye contact, gestures & postures. All work together to transmit or convey emotions, attitudes, intentions & feelings. However their interpretations differ from culture to culture.
- **Language (semantic)-** Sometimes language can be a barrier in cross- cultural communication due to use of different languages, mispronunciation, nonverbal cues and use of different dialect.

5. **Physical barriers:** A physical barrier to communication is any tangible obstruction that obstructs the transmission of clear, understandable messages in the workplace. A physical barrier can be natural or human-made and is easy to spot. They can be managed through thoughtful planning & strategies. Physical barriers arise due to certain factors like

- **Faulty equipment,**
- **noise**
- **Closed doors and cabins** that cause the information sent from sender to receiver to become distorted, which results in improper communication.
- **Technical difficulties**
- **Distance**
- **Time**
- **Surplus of information**

6. **Physiological barriers:** Physiological barriers occur due to

personal discomfort. When a sender or the receiver of the communication is not in a position to express or receive the message with clarity due to some physiological issues like dyslexia (reading disability) or nerve disorders that interfere with speech or hearing. Simply it can be stated that if any body part of an individual is not performing, the information will not reach the recipient. It can cause misinterpretations and unnecessary delays. These barriers can limit communication between two people. These barriers may occur due to some factors like- • Hearing impairment • Speech impairment • Poor memory • Getting distracted • Body language issues.

14. What are the 7Cs of communication?

Ans: Communication refers to the process of exchanging information, ideas, thoughts, feelings, or messages between individuals or groups through various mediums such as speech, writing, gestures, body language, or electronic devices. It plays a crucial role in conveying meaning, building relationships, and facilitating understanding. And the seven Cs of communication is a list of strategies and principles that helps to develop good communication skills. It applies to all types of communication, whether verbal, written, visual or non-verbal. The seven Cs of communication are: 1. Conciseness 2. Clarity 3. Courtesy 4. Consideration 5. Completeness 6. Concreteness 7. Correctness

1—Conciseness- Conciseness means that message should be brief and to the point. A concise message saves time and ensures that audience stays engaged. Therefore while interacting with someone; it is advisable to use short sentences. The response to a message is more likely to be positive, when the message is brief & well-worded. So, the more concise the message is, the more memorable and effective it becomes. In a nutshell the following rules are adhered to be concise- • Use action verbs • Remove unnecessary or excessive words or phrases • Highlight the key points of the message • Avoid repetitive points or sentences.

2-Clarity- Clarity is essential in any communication, whether it is a simple email, a presentation, or a conversation with a team. It means that message should be easy to understand and free of ambiguity. It helps prevent misunderstandings and conveys the message accurately. To improve clarity, follow the following rules- • Know what you want to say and how to say it • Explain one idea at a time to avoid confusion • Don't include unnecessary information • Avoid unprofessional language

3-Courtesy- Courtesy refers to communicating with politeness, genuineness and respect for the person on the other side of the conversation. The way you communicate can affect how people perceive you, and being courteous can help you build positive relationships. Even when you are delivering bad news, it is important to do so with respect and empathy. The following should be remembered in order to be polite- • Maintain a friendly and neutral tone • Don't make any derogatory remarks about any one • Consider and understand the feelings and viewpoints of the recipient of the message • Avoid jumping to conclusions or assuming about your audience.

4- Consideration- It refers to the ability to think about and empathize with the needs, feelings, and perspectives of others during the communication process. It demonstrates respect and acknowledges the value of others' opinions and ideas. Consideration helps to prevent misunderstandings and conflicts. In communication process the following points are to be kept in mind for maintaining consideration. • Show that you are interested in the audience. • Don't try to harm the emotions or self-respect of others • Empathize with the emotions, problems and requirements of the audience • The word used should suit the audience's need

5- Completeness- Completeness refers to the degree to which a message includes all the necessary information and details required to convey the intended meaning accurately. It is important in communication because- • It ensures that the receiver of the message fully understands the information being conveyed. • By providing all the necessary details, there is less room for confusion or misunderstanding. • Incomplete

communication can lead to misinterpretation or assumptions, which can hinder productivity, collaboration, and decision-making processes. • Completeness enhances transparency and trust in communication. 6- Concreteness-Concreteness means a person's message is specific, to the point and definitive. It is the opposite of being vague or non-specific. Concrete communication is important in both personal and professional interactions to ensure the recipient of a message has a clear sense of the sender's intent. To preserve concreteness remember the following points –Keep the message straight and meaningful by providing factual data • Include concrete details in message • The details must be specific to message • Don't be vague or ambiguous 7- Correctness-To be correct, communication must be devoid of all types of errors including spelling, grammar & factual ones. Audience can only understand intended message if the sender ensures correctness. That's why message must be correct both grammatically and technically. Ideas and information must be error-free and based on facts and reality. It is important to verify facts, use credible sources, and double-check information before sharing it. This applies to both verbal and written communication. To ensure correctness in communication: • Double-check any facts, figures, or details before communicating them. • Review your communication for grammar, spelling, and punctuation errors. • Avoid slang, jargon, or technical terms that might not be familiar to everyone. • Stay informed about changes, updates, or developments related to your topic.

15. What is up-ward communication? State its merits and demerits.

Ans: The communication that facilitates lower level in the hierarchy to communicate to the top level is called as upward communication. Skillful management prefers the best exploitation of this type.

Employees/subordinates/workers find their best opportunity to share in the decision making process through furnishing reports on projects and problems, submitting detail plans with suggestions on production and marketing strategies and keeping managers aware of the day-to-day affair in the organization. Periodical proposals, appraisals and reports are some forms of upward flow of communication. Merits of Upward Communication: 1. Upward communication fosters a sense of belonging among the employees in an organization by participatory decentralization of work structure. 2. Team work, corporate functioning and speedier redress of grievances are some of the positive attributes of upward communication. 3. An open door policy, which is the functional child of upward communication, encourages rewarding and worthy workers to come up with their best of performances. Demerits of Upward Communication: 1. Upward communication may slacken the chain of control in subordinate level. 2. The danger of bypassing the departmental heads by the workers cannot be denied. 3. Management may lack initiative if the upstream flow of communication is fairly active in an organization.

16. What is down ward communication? Discuss this in detail.

Ans: The downward flow of communication facilitates flow of information from top level of hierarchy to the bottom level that consists of executives/employees/workers. Boss talking to the subordinate over phone or the Director writing a formal letter to the executive of production cell are but a few instances of the type.

Downstream communication has its own merits and demerits. Advantages of Downward Communication: 1. It offers centralized control overflow of communication in an organization. 2. It paves a platform for formal sharing of work, and easy decision making process within the hierarchy. 3. Its direct approach better streamlines unwilling workers in the organization. Disadvantages of Downward Communication: 1. The apprehension cannot be denied that downward communication would result in over centralization and authoritarianism. 2. Its lack of transparency factor may lead to dissatisfaction and non-cooperation among

workers. 3. Downward flow of message is prone to create filtering and in the process middle agents may play mischief with important information which would be a barrier to the goodwill of the organization.

17. What is grapevine communication? Write any five characteristics of grapevine communication?

Ans: The informal and unofficial exchange of information within an organization is called as "grapevine communication." It is a casual means of communication. This kind of communication links the whole organization quickly and allows the employees to build stronger bonds. It occurs when there is no defined path or route for sharing information from one person to another. Characteristics of grapevine communication- 1- Informal structure- Grapevine communication is informal in nature. It is flexible and no defined path is followed in this communication. 2-Speed- Information passes very quickly in comparison to formal channel. 3-Unofficial source- In grapevine communication the sources are unofficial. The sources are not authorized. They result from gossip, office politics, and rumours. 4-Information distortion- Information is sometimes distorted since it is transmitted through different channels or people without any supporting evidence or documentation. Data obtained from grapevine is unreliable and unauthentic. 5-Follows oral method- Grapevine communication follows oral means instead of written methods. That's why it is a simple communication approach.

18. What is the meaning of Technical Communication?

Ans: Technical communication is a means of conveying scientific, engineering, and technical information to the audience who want to use that information to learn, understand or perform some task. Technical communication is a broad field and includes any form of communication that exhibits one or more of the following characteristics: (a) Communicating about technical or specialized topics, such as computer applications, mechanical tools, medical procedures, environmental regulations or legal matters etc. (b) Communicating by using technology, such as web pages, help files, or social media sites. (c) Providing instructions about how to do something by suggesting technical ideas or using any technology with proper communication.

19. What are the qualities required to write on technical topics / papers?

Ans: Technical Communication is also called Technical Writing. It is about expressing a subject or technology to a specific audience in an easy language and user-friendly format. So, the important element of effective technical writing is to know the audience and meet their need and expectations. These breed of writers use a set of methods to research, document, and present technical processes or products. To write a technical paper/subject, one should be able to think, learn, interpret, analyze, write, and rewrite to reorganize concepts and information. One should have the ability to analyze the following aspects effectively: 1. Demands of the documentation project. 2. Information required for the documents. 3. Users (the audience) and their requirements. 4. Tools to be used for the documentation project. 5. Time taken to complete the job/project on time. 6. Effective ways to communicate the information to the users.

UNIT-2

Soft Skills for Professional Excellence

1. What do you mean by Soft Skills?

Ans: Soft skills refer to a cluster of personal attributes, personality traits, and non-technical skills that enhance an individual's ability to interact, communicate, and work effectively with others. They complement hard skills (technical expertise) and are essential for success in personal and professional life.

2. Give two examples of Soft Skills.

Ans: Interpersonal Skills which include teamwork, Collaboration, Leadership, Empathy, Negotiation & Communication skills.

3. What do you mean by “hard skills”?

Ans: Hard skills refer to specific, technical, and measurable abilities that are typically acquired through formal education, training, or experience. They are essential for performing a particular job or task and are often quantifiable.

4. State the features of Hard Skills.

Ans: Following are the features of hard skills 1. Teachable 2. Measurable 3. Quantifiable 4. Specific to a job or industry 5. Typically acquired through formal education or training.

5. What is the importance of having specific hard skills?

Ans: Employers often require specific hard skills for a job, and having them can increase job prospects, enhance career advancement, improve productivity, demonstrate expertise and command higher salaries.

6. Define Soft Skills. How is it different from hard skills?

Ans: Soft skills refer to a cluster of personal attributes, personality traits, and non-technical skills that enhance an individual's ability to interact, communicate, and work effectively with others. They complement hard skills (technical expertise) and are essential for success in personal and professional life. The key differences between Soft Skills & Hard Skills are as follows: Hard Skills are specific, teachable abilities or knowledge sets required to perform a job, such as technical skills or proficiency in software, whereas soft skills are personal attributes and interpersonal skills that facilitate effective communication, collaboration, and problem-solving. Hard Skills are typically quantifiable and can be measured through tests, certifications, or practical demonstrations. Soft skills are often qualitative and assessed through observations, feedback, and performance in interpersonal interactions. Hard skills are acquired through formal education, training, or hands-on experience. Soft skills, on the other hand, are developed through personal experiences, practice, and self-improvement efforts. Hard skills are directly related to specific tasks or job functions, such as coding or financial analysis. Soft skills, such as teamwork and time management, enhance the ability to work well with others and manage oneself in various situations.

7. Describe how Soft Skills contribute towards Personality development.

Ans: Soft skills, often referred to as interpersonal or people skills, are essential for personal and professional growth. They encompass abilities such as communication, empathy, teamwork, problem-solving, and emotional intelligence. Soft skills contribute to personality development in following ways: 1. Enhanced Communication: Effective communication skills, including active listening and clear expression, foster better relationships and reduce misunderstandings. This helps individuals articulate their thoughts clearly and interact more confidently with others, boosting their self-esteem and social presence. 2. Improved Emotional Intelligence: Soft skills like empathy and self-regulation enhance one's ability to understand and manage emotions. This leads to better self-awareness and self-control, crucial for personal growth and handling various life situations maturely. 3. Stronger Relationships: Skills such as teamwork, negotiation, and conflict resolution promote healthier and more productive relationships, both personally and professionally. Building strong, positive relationships contributes to a more balanced and fulfilling personality. 4. Greater Adaptability: Problem-solving and critical thinking skills enable individuals to handle challenges effectively and adapt to new situations. This flexibility fosters resilience and a proactive attitude, traits that are integral to a well-rounded personality. 5. Increased Confidence: Mastery of soft skills often leads to increased confidence. As individuals navigate social interactions and professional tasks more

effectively, their self-assurance grows, contributing to a more assertive and self-assured personality. To conclude, we can say that soft skills are vital for personality development as they enhance communication, emotional intelligence, relationships, adaptability, and confidence, leading to a more balanced and effective personal and professional life.

8. Briefly state the importance of developing Soft Skills.

Ans: Developing soft skills is crucial for personal and professional growth. Here are key reasons highlighting their importance: 1. Professional Benefits: Inculcation of soft skills leads to enhanced career prospects and improved job performance. It enhances better communication with colleagues and clients and results in effective teamwork and collaboration. It provides ample leadership opportunities and increased productivity and efficiency. It is very essential as it also enables an individual to adapt to changing work environments. 2. Personal Benefits: One can develop stronger relationships and networking, resolve conflicts and enhance one's negotiation skills. It leads to enhancement of emotional intelligence and well-being, improved self-awareness and confidence and enables to be resilient and manage stress & time effectively. 3. Employer Value: Most of the employers prioritize soft skills over technical skills whereas few other consider communication skills to be essential. Some employers value teamwork and collaboration skills. 4. Future-Proofing: Automation and AI put emphasis on human skills like empathy and creativity. Globalization requires cultural competence and adaptability which could be cultivated by developing soft skills. Moreover, remote work demands effective communication and self-management.

9. How can Soft Skills be developed?

Ans: Soft Skills can be developed through following Strategies: 1. Self-reflection: Developing soft skills through self-reflection is a powerful way to enhance one's personal and professional growth. Through self-reflection, one can identify the areas for improvement and increase self-awareness through meditation, self-assessment, and introspection. 2. Feedback: Constructive feedback can actually lead to implementation changes that is needed for augmentation of soft skills. Hence, constructive criticism must be sought. 3. Training and workshops: It plays a significant role in developing soft skill in a structured and better way and thus, leads to enhancement of productivity and efficiency. 4. Real-world experience and application: Real-world experience plays a significant role in inculcating soft skills. It provides opportunities for practical application of skills, hands-on learning, networking and relationships which consequently enhances communication skills, problem solving ability and adaptability. 5. Reading and research: It provides valuable opportunities for soft skills development, personal growth, and professional advancement. It plays a significant role in improved communication skills, increased empathy and understanding and better decision-making and problem-solving. Therefore, investing in soft skills development can significantly impact personal and professional success. By prioritizing soft skills, individuals can enhance their employability, relationships, and overall well-being.

10. Discuss on applying soft skills across culture.

Ans: The ability to communicate with people from diverse cultures is called as intercultural communication. Interacting effectively across cultural lines requires perseverance and sensitivity to one another's differences as each country or community have their specific language skills, customs, ways of thinking, social norms, and habits. CEOs and HR Managers today are suggesting that companies can do better if they hire people with good soft skills. The Multinational companies (MNC's) having branch offices in many countries throughout the world function as single units. Thus, intercultural communication plays a vital role in the smooth functioning of these companies. The 21 st century is a Global world which is interconnected

with the advent of third revolution of Communication. It has made it possible to communicate successfully across cultural boundaries and we are now easily exposed to other cultures and ways of living. Cultural awareness helps to prevent miscommunication or accidentally offending someone. In MNC's, with proper body language and respect for others culture and ways of living, one can overcome unexpected issues of intercultural differences. The following Soft Skills are required for dealing with individuals across culture: 1. Interpersonal attributes - Empathy, leadership, communication, teamwork, good manners help to work well with diversity, self - confidence 2. Personal attributes - Optimism, responsibility, sense of humour, integrity, time management, motivation and common sense The above Soft Skills help candidates in the following ways - 1. Acting as a team player –Being cooperative and displaying strong leadership skills when necessary. 2. Flexibility – It is an extremely valuable asset in MNC. Those who can adapt to any situation and also are able to overcome challenges in a positive manner. 3. Effective intercultural communication – This is paramount to almost any job. The most crucial way for improving communication skills is to listen attentively with respect to the varied social norms of individuals from different cultures using appropriate body language. 4. Problem-solving and resourcefulness – It is the most important and unique skill. These skills are critical to overcome unexpected issues of intercultural differences. 5. Accepting feedback – Accepting feedback gracefully and applying that feedback to foster professional growth. 6. Creative thinking –It means being able to come up with unique solutions as it drives innovation and increases efficiency. Along with this respecting others viewpoints. In today's interconnected world, the ability to communicate across cultural boundaries is more important. It facilitates communication across linguistic and cultural boundaries, leading to more tolerance, acceptance, and, ultimately, stronger relationships amongst people of diverse backgrounds. Candidates can improve their language skills and thus can communicate across cultures.

11. What etiquette is developed in applying soft skills across culture?

Ans: With effective intercultural communication skills, individuals can develop the following etiquette – 1. Greeting people when you see them 2. Saying 'Thank you' for favours 3. Holding door open while coming out with same rank officers 4. Offering help to carrying something heavy 5. Waiting in line politely 6. Respecting other people's personal space, social norms and way of living 7. Complimenting others on their achievements 8. Asking others about their day or interest 9. Displaying good manners in social interactions 10. Avoiding gossip and rumours 11. Volunteering to help others in need 12. Saying 'I am sorry' when in mistake 13. Supporting others in their time of need 14. Participating in group activities 15. Respecting authority figures 16. Being on time for important engagements 17. Avoiding- interrupting others when they are speaking 18. Respect for the laws, rights and duties of the country 19. Cooperating with others to achieve common goals Being tolerant and understanding of different viewpoints In MNC's, with proper body language and respect for others culture and ways of living, one can overcome unexpected issues of intercultural differences.

UNIT-3

Reading Comprehension

Chapter 1: "AN ASTROLOGER'S DAY" By RK Narayan

1. How does the astrologer's appearance help him attract customers? How does he help the customers satisfy their needs?

Ans: His eyes are assumed to have a prophetic light by his customers. He wears a saffron turban. He presents himself so perfectly that he is a point of attraction for all the people. He helps the customers satisfy their needs with his working analysis of their troubles like marriage, money etc.

2. What details does the astrologer give the stranger about his past?

Ans: The astrologer tells the stranger that he was stabbed by a knife and thrown into a well to die, and some people passing by saw him and saved from dying.

3. What is your reaction to the conversation between the astrologer and his wife?

Ans: When the astrologer gets back to home, he tells his wife that in the past he thought he had killed a man. He was now happy to know that the man he helped today was not dead. It was a clever plot twisted to throw in the man he thought he had killed, as a potential scam for him.

4. The astrologer attracts many customers in the street who are pleased and astonished by what he tells them. What does this tell you about the people of the town walking in the street?

Ans: The main character here in this story is an astrologer. His astrology business depends on his character and the way he looks. Due to his dressing sense, many peoples are attracted to him. His eyes are assumed to have a prophetic light by his customers. This tells us that the people of the town walking in the street are really fascinated and pleased with the astrologer and his looks due to which they take him as a wise astrologer.

5. Why do most people want to know their future? Do you think astrologers can really help them know their future?

Ans: Most people want to know their future because they are very curious about what is going to happen ahead in their life. They want to know their happiness, the problems ahead, and their safety. Yes, real astrologers with real astrological knowledge can help you see your future.

6. Is astrology a good practice of fortune-telling or is it just a blind faith? Give reasons.

Ans: Yes, astrology is a good practice of fortunetelling. Astrology is practiced in different life events. People believe a lot in astrology in Eastern cultures. People find the right solutions to their problems through astrology. Astrological prophecies are also proved to be correct in many cases.

7. Summarize the text, 'An Astrologer's Day'

Ans: The short story 'An Astrologer's Day' by R. K. Narayan deals with a single day in the life of an ordinary astrologer. His day begins as any other day but the day ends with unexpected events. When he is about to wind up his business, he meets a rogue character, Guru Nayak who is a part of the past life of the astrologer. Towards the end, as readers, we receive a shock that Guru Nayak and the astrologer belong to the same native towns. They were once upon a time good friends and had a quarrel one day. The result was that both were into bad company and had a fight. The astrologer tried to kill Guru Nayak by attacking him with a knife and when Guru Nayak fainted, he threw him into a nearby well. Fortunately, a passerby saved Guru Nayak. The astrologer left his native village forever and became an astrologer. Thus suddenly he confronts his past unexpectedly but smartly tackles the situation.

8. Write, in brief a character-sketch of the astrologer?

Ans: The astrologer belonged to a village. His forefathers were farmers. He too would have become a farmer if he had continued living in the village. He was then a silly youth. One day he drank, gambled and quarrelled badly. He stabbed a man and left him for dead. He ran away to the town. There he became an astrologer. However, he had no knowledge of astrology. He did his job through guesswork only, yet he was very successful. He wore such a dress that he at once attracted the eyes of other. His forehead was marked

with sacred ash and vermillion. He wore a saffron-coloured turban round his head. The astrologer was very clever and tactful also. He always said thing that pleased his customer. First, he would let a customer speak for at least ten minutes. It gave him enough stuff for the answers. He would look at the palm of his customer and say, "you are not getting the fullest result of your efforts," or 'There is a woman in your family, who is not well-disposed toward you' or 'it is not your fault, but that of your stars.' Such answer at once endeared the astrologer to his customers.

9. Elaborate the relationship between the astrologer and his clients.

Ans: The astrologer did not know anything of the starts or astrology. He knew as little of it as his clients. It was only a matter of practice and guesswork for him. He would always say thing which pleased his clients. First he would let a client speak for at least ten minutes. It gave him enough stuff for the answer. He would gaze at the palm of his customers and say; 'In many ways you are not getting the fullest result of your efforts.' It is a thing that each one feels to be true. When he said this, nine out of the ten clients agreed with him. Or he would say 'is there a woman in your family, maybe a distant on the man's stars. He would say, 'It is not your fault, but that of your stars.' Such answers would at once ender the astrologer to his clients.

10. Explain briefly the 'sting-in-the-tail' contained in the story?

Ans: 'A sting in the tail' is an idiom that means an unpleasant feature or event that comes at the end of the story and spoils it, From this point of view, I think there is any 'sting in the tail' in this story. Rather at the end of the story, its main character is filled with relief. He has been relieved of a great burden. Yes, there is an unexpected event in the story when the astrologer was encountered with Guru Nayak. Guru Nayak was the same man whom the astrologer had stabbed a few years ago. It had become quite dark when a man came to the astrologer. As the man lit a cheroot, the astrologer saw his face by the match light. He tried to get rid of him. But the man didn't let him go. Finding himself helpless, the astrologer agreed to answer his questions. He told the man how he was once stabbed and left for dead. He warned the man that there was again a great danger to his life and so he should never travel away from his home. He also told him that the man, who had stabbed him, had been crushed to death under a lorry. The man gave the astrologer a handful of coins and went away satisfied.

Chapter-2: "THE MISSING MAIL "By RK Narayan

1. Why was Thanappa liked by the people in the town?

Ans: Thanappa not only delivered letters to the houses in Malgudi, but was also a lively person who showed a genuine concern towards the people to whom he delivered letters. He used to sit for hours with the families, allowing himself to get involved in their domestic matters, being a part of their happiness and sorrow, and used to give advices whenever necessary. This made him a lively and a likeable person.

2. Who was Kamakshi? Why Thanappa was specially attached to her?

Ans: : Kamakshi was Ramanujam's daughter. Thanappa had delivered to Ramanujam, the letter announcing her birth. This made Thanappa think of her as his own daughter and was specially attached to her.

3. How did Thanappa contribute at Ramanujam's family meetings?

Ans: Thanappa would first finish delivering letters to all houses, and then settle down at Ramanujam's house to take part in the wedding arrangements. He would settle disputes and also offer suggestions and advices.

4. Do you think that Thanappa was right in not delivering the letter and telegram to Ramanujam immediately?

Ans: Yes, I think Thanappa did the right thing. Kamakshi's marriage had been settled after a very long time. The date had been fixed for May twentieth. If the wedding was put off then, it would not come by for three more years since the bridegroom had to go for some training. Anything could have happened in the span of three years. Moreover, all the preparations for the wedding had been done. If the telegram had been delivered on that day, things would have been cancelled abruptly leading to a total waste of money and many related problems. Considering these circumstances, the postman was right in not delivering the letter and the telegram on time.

OR

Thanappa was a postman. It is his duty to deliver letters as soon as they arrive. If he had delivered Ramanujam's letter on time, perhaps he would have seen the old uncle before his death. The need of the hour was to be with the sick man. Thanappa failed in his duty of delivering not one but two urgent messages. I do not think that Thanappa was right in holding back the messages

5. How did Thanappa and Kamakshi's mother differ in Ramanujam's family council regarding the negotiations? What was finally decided?

Ans: Kamakshi's mother did not approve of Kamakshi being taken to Madras for approval by the boy's family. She thought that they would be laughed at because such a thing had never occurred before in their society or neighborhood. She feared that it would lower their status in society. Thanappa, however, disagreed, and told her to give up such old-fashioned ideas. He said that they had to look at the urgency of the situation and if they did not do so, they would miss a great opportunity. The boy's family might get another offer and that would be a great loss. Finally, Ramanujam took Kamakshi to Madras, following Thanappa's advice.

6. Give three reasons that delayed Kamakshi's marriage being settled.

Ans: Ramanujam had made his best efforts to negotiate for his daughter's marriage but these did not bear any fruit. The reasons were: 1. At some places the horoscopes did not agree. 2. Sometimes the bridegroom's side demanded too much dowry. 3. At some places Kamakshi's appearance was not approved.

7. Give 3 reasons why Ramanujam looked "helpless and miserable" despite making efforts for his daughter's marriage.

Ans: Ramanujam did his best to negotiate for his daughter's marriage. However his efforts did not bear any fruit. The reasons were: 1. The last auspicious date for the season was fast approaching 2. The girl would be seventeen in a few days and 3. Ramanujam's father-in-law was writing more frequently and his letters were getting more accusing. All these affected Ramanujam's mind and he started feeling "helpless and miserable" on this account.

8. Summarize the text 'The Missing Mail'

Ans: "The Missing Mail" centers round Thanappa, a conscientious postman. He holds personal relationships dearer than his duty. He feels personally involved in the lives of the people of Vinayak Mudali street. Of these, he is most attracted to Ramanujam and his family. Thanappa knew that Ramanujam was worried about his daughter's marriage. Though Ramanujam's father in law had saved rs.5000 for her marriage but still He couldn't find a proper match for her. Thanappa suggested a match in Delhi. The parents of the boy wanted to see Kamakshi. The match was fixed. The wedding had to be solemnized before a particular date i.e. 20th may as the boy couldn't marry after that for three years. In the mean time, Thanappa received a letter and a telegram for Ramanujam, just before the marriage. The news of Ramanujam's uncle's death was in the telegram. Thanappa suppressed both the letter and the telegram as he knew that if he gives them to Ramanujam again the marriage will be postponed. Thanappa confessed the truth to Ramanujam

after the marriage. But Ramanujam felt cheated and angry. However, he condoned Thannapa's mistake as his intention was noble.

Chapter-3: "The Doctor's Word" By RK Narayan

1. Why did the patients visit Dr. Raman only when they were hopeless?

Ans: People valued Dr. Raman's medical expertise honed after decades of practice. They also knew, he spoke about the condition of a patient in a straightforward, truthful way, and seldom sweet-talked a patient. He never believed in whitewashing the fact which was unbearable to listen. Secondly, his fees were beyond common people's affordable range.

2. What impression of Dr. Raman do you get from the passage?

Ans: Dr. Raman was a competent and dedicated doctor who did his best if he felt he could cure a patient. He was curt, but quite realistic. He never hid the truth. People believed that a patient's life is decided by his words.

3. How does the writer describe the friendship between Dr. Raman and Gopal? Ans: Gopal and Dr. Raman were friends from their kindergarten days. For nearly four decades, the friendship endured, keeping them in close touch with each other through their twists and turns of life. Occasionally they met in the clinic of the doctor. After the consultation was over, they talk, took lunch together and watch movies. It was a classic friendship.

4. How did Dr. Raman come to know about Gopal's illness?

Ans: The ailing Gopal's son had come to meet Dr. Raman on instructions of his mother for medical help. From him Dr. Raman came to know the fact.

5. What was Dr. Raman's reaction when his assistant said "Sir, he will pull through?"

Ans: The doctor was not unduly excited. His reaction was measured. He felt it was prudent to wait till 8 in the morning to conclude that a steady recovery had set in.

6. Was Dr. Raman upset at this question? Give your reasons.

Ans: Dr. Raman didn't quite like his friend's question. As a doctor, he was doing his best, but couldn't predict the outcome. So, he felt irked at his friend's question.

7. Why did Dr. Raman decide to tell a lie?

Ans: Dr. Raman knew his friend's life was hanging by a thread, but asking him to sign he would have signaled to the patient that he was surely on the throes of death. Dr. Raman didn't want to eliminate the very ray of hope of survival for his friend, by being truthful, as was his nature. So, he wanted to tell a lie so as to infuse optimism in his faltering friend's mind. This was the only way of resurrecting him. The doctor did something he had never done – lying to a patient about his condition.

8. "Don't look so unhappy, lady" – why does Dr. Raman say so?

Ans: Dr. Raman was convinced that his friend Gopal had got over the deadly cardiac crisis, and was unmistakably recovering. So, he comforted the distraught wife with such words.

9. Summarize the text 'The Doctor's Words'

Ans: Raman is a doctor in Malgudi. He often complains that people only come to seek his help when the patient is at death's door, either because they don't want to confront the fact that their relative is seriously unwell, or because they lack the money to pay him. One day, Dr. Raman learns that his friend Gopal is dangerously ill. He and Gopal are in their forties and have known each other since kindergarten. Gopal's son comes to the doctor and asks him to come and examine his father. Dr. Raman does so, learning that Gopal has been unwell for some time but the family didn't want to bother him. Gopal's wife is keen to know what

is wrong with her husband and whether he'll pull through, but Raman refuses to tell her specific details. Gopal, too, wants to know if he will recover or not. He tells his friend that if he is not going to survive, he needs to sign his will that will settle his financial affairs before it's too late. However, still Raman refuses to be direct with his friend. Raman goes and sits outside in his car, deciding what to do. Eventually, he goes back into Gopal's home and tells both Gopal and Gopal's wife that he will be all right. Gopal doesn't need to worry about his will. He will live to be ninety years old. Gopal is overjoyed by this news, and sure enough, he makes a full recovery. But at the end of the story, we learn that Dr. Raman is absolutely clueless as to how his friend survived his illness, and this will remain a puzzle to him for the rest of his life.

10. Portray the change you find in Dr. Raman in relation to Gopal's illness.

Ans: Dr. Raman was a competent and dedicated doctor who did his best if he felt he could cure a patient. He was curt, but quite realistic. He never hid the truth. People believed that a patient's life is decided by his words. Dr. Raman knew his friend's life was hanging by a thread, but asking him to sign he would have signaled to the patient that he was surely on the throes of death. Dr. Raman didn't want to eliminate the very ray of hope of survival for his friend, by being truthful, as was his nature. So, he wanted to tell a lie so as to infuse optimism in his faltering friend's mind. This was the only way of resurrecting him. The doctor did something he had never done –lying to a patient about his condition. Human being is a strange creation of God. No one can say how situation and emotion can wipe away all our uncompromising ethics. This has happened in case of Dr. Raman.

Chapter 4: "THE GIFT OF THE MAGI" By O' Henry

1. What are Jim and Della's most valued possessions?

Ans: The most valued possession of Jim was the gold watch, which was used by him as a family heirloom as that had been being used by his grandfather and father. Della's precious possession was her long rippling, shining hair that fell down like a cascade of brown water.

2. Who were the Magi?

Ans: The Magi were the wise men who brought gifts to the new born Jesus. According to the Bible the Magi were three kings who travelled to Bethlehem from somewhere in the East.

3. Why was Della worried?

Ans: Initially Della was worried about arranging the required money to buy a nice gift for Jim at Christmas since she had only one dollar and eighty-seven cents. Hence, she sold her beautiful hair and brought a gift for James. Now her new look troubled her as she looked more like a truant schoolboy. Della was really worried thinking that Jim might be critical of her appearance.

4. What was Jim's reaction when he returned home?

Ans: Jim was foxed for a moment to find Della without her long beautiful hair. His eyes were fixed upon Della but the expression of his eyes was unintelligible to her, rather it terrified her. It was not anger, surprise, disapproval, horror, nor any of the sentiments that Della had been prepared for. Jim simply stared at her fixedly with a peculiar expression on his face.

5. Summarize the text 'The Gift of the Magi'

Ans: This is a story about a rather poor young married couple Della and Mr. James Dillingham Young. Della counted the money she had saved. It was a total of one dollar and eighty-seven cents. And the next day was Christmas. She wanted to buy her husband Jim (i.e. Mr. James Dillingham Young) a present. She had been saving every penny she could for months. She could manage to save only \$1.87. She had spent many hours planning something nice for him. There were two possessions of the James Dillingham Youngs in which they

both took much pride. One was Jim's gold watch and the other was Della's hair. Della decided to sell off her beautiful long hair for Jim's present. And, she sold it for twenty dollars with that money she bought a platinum fob chain simple and chaste in design. It was perfect for Jim's gold watch. At 7 o'clock, Della was waiting for Jim to come home. When Jim came and saw Della's short hair, he was quite shocked. Della admitted to Jim that she sold her hair to buy him his present. Jim gave Della her present, The Combs-the set of combs, side, and back, that Della had always longed for. She looked at Jim with dim eyes and a smile, and said-"My hair grows so fast, Jim!" And then Della showed Jim the chain for his watch. Jim tumbled down on the couch and put his hands under the back of his hands and smiled. He told Della that he had sold his watch to get the money to buy her combs.

6. Does the story "The Gift of the Magi" send any moral lesson? State your opinion.

Ans: The story 'The Gift of The Magi' deals with the moral lesson of what constitutes the true spirit of gift-giving on Christmas. Both Jim and Della were poor, so they had to sell off their most prized possession to buy Christmas gifts for each other. Della sacrificed her long lustrous hair beautiful enough to make the queen of Sheba envy her while Jim sacrificed his golden watch, a family heirloom. Jim brought a set of tortoiseshell combs for Della, which she had ever longed for, but it was too nice for her to use. She told her long hair to buy a platinum fob chain for Jim's watch. Even Della's gift for Jim was too nice to be used. Both Jim and Della sacrificed their most cherished possession to buy something for the use of the other's most cherished possession. Here lies the true spirit of gift-giving on Christmas.

7. Examine the significance and appropriateness of the title of the story 'The Gift of the Magi'.

Ans: The author O' Henry has appropriately chosen the title 'The Gift of the Magi' for the story of Della and Jim. The Magi were the three Wisemen - Gasper, Melchior, and Balthazar who traveled from the East to Jerusalem to see the infant Jesus born in a stable. They were guided by a star and they carried precious gifts for Jesus. The Magi invented the tradition of giving gifts on Christmas. Being wise, their gifts were also undoubtedly wise. The story centers around a young couple Della and Jim who are poor but hardworking and their existence is full of struggle but they manage to experience joy through the power of their love for each other. They planned to make Christmas eve a special one with a wonderful gift for each other. Jim and Della had to sell off their precious possessions to buy gifts for each other on Christmas Della in order to have a fine, rare, and sterling gift for Jim sold her long and beautiful hair. Finally, she bought a platinum fob chain, simple and chaste in design, for Jim's gold watch. On the other hand, Jim sold his precious gold watch to buy an expensive tortoiseshell comb for Della's beautiful hair. But the gifts of Della and Jim are unique and wise in the sense that they reveal the true essence of gift-giving on Christmas i.e. selflessness a desire to add the happiness of the one who receives the gift and the spirit of sacrifice. Through O' Henry terms the couple as 'the foolish children' he points out clearly that they value the human relationship and their mutual love and generosity make them the 'Magi'. Thus the title is quite significant and appropriate.

SECTION-2"

STOPPING BY WOODS ON A SNOWY EVENING" By Robert Lee Frost

1. What are the sounds heard by the poet?

Ans: The poet heard the sounds of the harness bells and the wind blowing through the trees besides the falling of the snow flakes.

2. Why did the speaker stop by the woods?

Ans: The speaker stopped by the woods to observe the natural beauty and snowfall in the woods. He wanted to enjoy the calmness of the dark, deep and lovely forest.

3. The poet is aware of two choices. What are they? What choice does he make ultimately?

Ans: The two choices are – either to stop and enjoy nature standing between the woods and frozen lake in the darkest evening of Winter or to get back to work. Though the poet is attracted by the beauty, he understands his responsibilities and decides to continue his journey of life till his last breath.

4. Explain the significance of “sleep” in the poem .

Ans: In this poem sleep refers to death which overcomes everything in the material world. The speaker says that life is like a journey and we will get attracted to various things on our way. But we need to overcome these temptations and keep moving peacefully towards our final destination- a long eternal sleep.

5. How is ‘woods’ different from ‘forest’?

Ans: A forest comprises of vast expanses of diverse vegetation, water bodies, and multitudes of living creatures that thrive in it. Woods on the other hand implies a small stretch of trees that can easily be owned by a private entity. The woods are smaller in scale compared to forests.

6. “He will not see me stopping here” – what does this expression mean? Ans: The speaker was familiar with the woods where he had stopped by. He was aware about the ownership of that landmass. He also knew that the owner was the resident of a village nearby and wasn’t presently in his vicinity. As such, he was certain that his trespassing would go unnoticed by the owner.

7. What is ‘the only other sound’ besides that of harness bells?

Ans: – No other soul was present in the woods that evening besides the author and his horse. The site was experiencing snowfall as it happened to be the peak of winter at that time. Heavy winds accompanied the snowfall and as gusts of wind swirled past them, the friction of air particles generated the sound that the speaker talks about.

8. What picture of natural beauty do you get from the poem?

Ans: The poem depicts a beautiful evening in the woods near a remote village. Thick sheets of snow adorn the ground and while flakes resembling diamonds fall off the dark night sky creating a mystical atmosphere. The contrast of black and white are seen eliciting emotions of pure bliss in the heart of the observer.

9. Bring out the central idea of the poem “Stopping by Woods on a Snowy Evening”.

Ans: “Stopping by Wood on a Snowy Evening “ is a well known poem read by most of the people all over the world. It’s last stanza is used as a quotation by many. The poem speaks of life as a continuous journey till the veil finally falls. The poem depicts a beautiful evening in the woods near a remote village. Thick sheets of snow adorn the ground and while flakes resembling diamonds fall off the dark night sky creating a mystical atmosphere. And the narrator is out to enjoy the beauty of nature without anybody’s knowledge. He is confused. He is not able to take any decision. Standing before the snow covered woods he thinks of whether to go ahead into the depth of scenic beauty or to back to attend the calls of life. Nature is alluring, mystic and tempting; but, he has made promises to himself to continue the journey of life without being diverted from this goal. “And miles to go before I sleep”, where by “sleep” he means that he can’t afford to rest as he hasn’t reached his destination yet. But the line encompasses a much greater meaning if we observe closer. The speaker is representative of every individual on this planet. The horse, his ride, refers to the limited amounts of time we have to ourselves in our lifespan. ‘Miles to go’ means having dogged determination to overcome all obstacles that come our way without giving in. ‘Sleep’ means death, the ultimate rest. The poet wishes to tirelessly strive for the completion of his goals before departing from this mortal world.

10. In the final stanza, the speaker says that he is not yet ready to “sleep”. What has he to do before he can take rest?

Ans: On the surface, it means that he can't afford to rest as he hasn't reached his destination yet. But the line encompasses a much greater meaning if we observe closer. The speaker is representative of every individual on this planet. The horse, his ride, refers to the limited amounts of time we have to ourselves in our lifespan. 'Miles to go' means having dogged determination to overcome all obstacles that come our way without giving in. 'Sleep' means death, the ultimate rest. The poet wishes to tirelessly strive for the completion of his goals before departing from this mortal world.

11. How do the speaker, the owner of the woods and the horse react to the beauties of nature?

Ans: The author is highly receptive to the treasures that nature beholds for humans. He doesn't mind deviating from his goal for a while to encapsulate the surrounding beauty. The owner likely doesn't heed the woods he owns and perhaps, is blinded towards the beauty it possesses. The non-human horse needs to be approached differently. It is oblivious of the reason behind the break in his journey. Unlike the author, it is completely naked and exposed to the harsh weather. It probably wishes to reach its shelter at the soonest possible to get respite from the cold. It doesn't seem to be in a frame of mind to cherish the nature.

Chapter-2: "WHERE THE MIND IS WITHOUT FEAR" By Rabindranath Tagore

1. What does the poet mean by “where knowledge is free”?

Ans: In the poem, “Where Mind is Without Fear”, the poet, Rabindranath Tagore shares his idea of free India. He really prays to “the father”, the almighty God, to bless all with a free nation where each and every person has the right to gain knowledge, irrespective of cast, religion or any economical barrier. The concept is of free education for all.

2. What according to the poet do people tirelessly strive towards?

Ans: The poet, Rabindranath Tagore, wants people to follow the path of truth and strive for perfection. He wants each and every person to work tirelessly and stretch their capabilities so that they can give the best to attain perfection as human beings.

3. What does the poet wish for?

Ans: The poet wishes that his country to awaken into heaven of freedom, where the people are all truly free and total freedom of good thoughts, good words and good actions exist.

4. Explain what the ‘tireless striving’ should be for.

Ans: The poet wants his countrymen to strive without getting tired to achieve perfection leaving behind prejudices and old traditions. This will help to achieve our goals of living in a country free from all that is against real growth of human civilization.

5. Where words come out from the depth of truth.’ Explain in your own words.

Ans: The poet wished that in his country or rather in the world, people must not lie and they should be honest in their thoughts and action. The words spoken by them must come from the very core of the heart. Truth should be manifested in every action.

6. What qualities does the poet wish to inculcate in his countrymen? Ans: The poet wished that his countrymen must be fearless, broad-minded, to be not divided by religion, caste, class and colour. He wants his countrymen to be honest with logical thinking and not to be lost in old traditional habits, superstitions, blind-faith. Poet wants his countrymen to forever broaden their outlook.

7. Who is ‘Thee’ in the poem? What does the poet appeal to ‘Thee’ to do?

Ans: 'Thee' refers to the almighty God. The poet appeals to the almighty God that his country should win such freedom in which the people live fearlessly and their head is held high with pride. He also wants freedom from illogical and impractical things, superstitions, blind faith, narrow-mindedness, caste, class, gender differences etc.

8. What kind of freedom does Tagore visualize for his country?

Ans: Rabindranath Tagore in this famous poem prays to God to awake his country in a heaven of freedom.

This poem was written when India was under the British rule. So he wanted his country to get freedom from the British imperial rule. Tagore aspires of a true comprehensive society that should be knowledgeable, rational, truthful, hard-working and broad-minded to make his nation achieve true freedom — a kind of spiritual freedom. Tagore pledges to God that his country should be free from any fear of oppression or forced compulsion. He wants that everyone in his country should be free to hold their heads high in dignity. He dreams of a nation where knowledge or education would be free that is education should not be restricted to the upper class only but everybody should be free to acquire knowledge. There should not be any caste distinctions or gender distinction when it comes to education. The poet craves a world which is not 'fragmented' by prejudices based on caste, creed, color, religion or other baseless superstitions. Prejudices and superstitions should not divide the people in groups and break their unity. He wants a nation where people are truthful, not superficial and words should come out from the depth of their hearts, where people would strive without getting tired to reach perfection leaving behind prejudices and old traditions. He wants the power of reason to dominate the minds of his countrymen, he does not want the 'stream of reason' to be lost amongst outdated customs and traditions and only that can direct the mind towards selfless thoughts and everlasting action based on truth and fearlessness. Tagore in fact pleads to the Almighty that apart from territorial independence, his country should also have spiritual and intellectual freedom.

9. Write a note on Tagore's concept of 'the heaven of freedom'.

Ans: Rabindranath Tagore in this famous poem pleads to the Almighty that apart from territorial independence, his country should also be blessed with spiritual and intellectual freedom. Tagore aspires of a true global society that should be well-informed, realistic, honest, hardworking and tolerant to make his nation achieve true freedom — a kind of spiritual freedom. Tagore pledges to God that his country should be free from every kind of fear of oppression or forced compulsion. He wants that everyone in his country should be free to hold their heads high in dignity. He dreams of a nation where knowledge or education would be free for all and it should not be restricted to the upper class only but everybody should be free to acquire knowledge. There should not be any caste distinctions or gender distinction when it comes to education. The poet craves a world which is not divided by prejudices based on caste, creed, color, religion or other baseless superstitions. Prejudices and superstitions should not divide the people in groups and break their unity. He wants a nation where people are truthful, not superficial and words should come out from the depth of their hearts, where people would strive without getting tired to reach perfection leaving behind prejudices and old traditions. He wants the power of reason to dominate the minds of his countrymen, he does not want the 'stream of reason' to be lost amongst outdated customs and traditions and only that can direct the mind towards selfless thoughts and everlasting action based on truth and fearlessness.

10. Comment on the wide gap between the reality of contemporary India and Tagore's concept of India.

Ans: Tagore desired India to become a heaven of Freedom. By this he dreamt of a global society where the society was not divided on the boundaries of colour, caste creed and religion. Tagore Where the Mind is Without Fear does not talk about independence from the British rule rather he craves academic and sacred freedom for every citizen. He wants his nation to rise above paltry issues and prejudiced intolerance and rise high above into the world of freedom of thought and expression based on truthfulness and courage. Tagore wanted that his countrymen should work for perfection in everything with the help of reason, leaving aside superstitious rituals. They should not be led astray from their goal in the dry desert of dead habits, that is, in a place where outdated customs and traditions are followed. His countrymen's mind should be led forward into progressive thought and action, that is, they should be led by the power of reasoning to focus on the future with scientific thought. Tagore wants his country to awake to such a state of sound reasoning and righteous action. But, the reality of contemporary India is all together different. Even in the 21st century Indian society is largely divided on caste, colour and religious lines. Corruption and nepotism is rampant in all walks of life. Education and Health services are going beyond the reach of common man. A large section of Indian society is interested in filling their own coffers exploiting the natural resources to the maximum. To epitomize, we may say that present Indian scenario is far away from Tagorian concept of a cherished nation that he dreamed of.

UNIT-4

Professional Writing Summary Writing

1. The first year students of your institution went on an educational trip to a nearby sugar factory. Write a report based on the visit. (Include: - date, time place / Who went on the trip / What happened during the visit / What was learnt / How the visit ended) Ans: On Friday 13th September, 2024, the first year students of our Polytechnic went on a field trip to the Agrawal & Naidu sugar factory. They left the institution compound at 8:30 am on the institution's bus. They arrived at the factory at approximately 9:30 am. They were greeted by the tour guide. Mr. Prakash showed the students around the factory. He then told them the steps in producing sugar. First, the sugar cane is cut and then washed. Secondly, the cane is put through rollers to be crushed. Next, it is taken to the clarifier to be purified. It is then boiled out until sugar crystals are formed. Afterwards, the sugar crystals are separated in centrifugal tanks and are ready to be marketed. Finally, the sugar is marketed, both locally and abroad. Mr. Prakash showed the students the production of sugar. He told them about the uses of sugar like how it is used in many foods and drinks. It is used to sweeten drinks and foods. After the tour, Mr. Prakash gave them pieces of sugar cane to carry home. The students thanked Mr. Prakash for the tour. Then they left on the bus at approximately 12:30 pm and arrived safely at the institution compound.

2. Prepare a Survey Report on Analysis of Public Attitudes toward Renewable Energy

Ans: This report presents the findings of a survey conducted to understand public attitudes toward renewable energy sources. As global environmental concerns grow, interest in renewable energy like wind, solar, and hydroelectric power has increased. The goal of the survey was to gauge public awareness, support, and perceived challenges related to renewable energy adoption. The survey targeted a diverse group of participants across various age groups, regions, and educational backgrounds. Methodology The survey was conducted online over a period of two weeks, from September 1 to September 15, 2024. It received responses from 1,000 participants across the country. Participants were recruited through social media platforms and email invitations. The survey included 15 questions, using a mix of multiple-choice, Likert scale, and open-ended questions to gather quantitative and qualitative data on: - Awareness and

understanding of renewable energy - Level of support for renewable energy initiatives - Perceived barriers to renewable energy adoption - Willingness to adopt renewable energy in personal lives

Findings

Awareness and Understanding of Renewable Energy

The survey revealed that 85% of respondents were familiar with renewable energy sources, with solar and wind being the most recognized. However, only 60% had a good understanding of how these sources impact the environment and economy. Younger respondents (ages 18-35) demonstrated higher levels of awareness, likely due to increased exposure to environmental education and media.

Support for Renewable Energy Initiatives

A majority (78%) expressed strong support for government-led renewable energy initiatives, and 67% were in favor of policies incentivizing renewable energy at the household level. Participants with higher education levels showed more enthusiasm for these initiatives, with 82% of respondents holding a college degree supporting renewable energy policies.

Perceived Barriers to Adoption

Despite high levels of support, 65% of respondents identified cost as a primary barrier to adopting renewable energy in their homes. Other barriers included a lack of infrastructure (47%) and inconsistent energy supply from sources like solar and wind (40%). Rural respondents were more likely to view infrastructure as a significant obstacle, as these areas often lack access to modern energy facilities.

Willingness to Adopt Renewable Energy in Personal Lives

Around 72% of respondents expressed willingness to adopt renewable energy sources such as solar panels if they became more affordable. Among homeowners, 55% were interested in installing solar panels within the next five years, while renters expressed interest but cited a lack of control over property modifications as a limitation.

Conclusion

The survey results indicate a high level of awareness and support for renewable energy among the public. However, financial barriers and infrastructure limitations are significant challenges to widespread adoption. To foster a successful transition to renewable energy, it is recommended that government and industry stakeholders address these barriers by offering financial incentives, expanding infrastructure in rural areas, and educating the public on the benefits and feasibility of renewable energy. This multi-faceted approach could help accelerate the adoption of renewable energy and contribute to national environmental goals.

3. Prepare a report on Renovation work of an academic institute.

Ans: Renovation Report: Infrastructure Upgrades at XYZ Institution

This report outlines the recent renovation work undertaken at XYZ Academic Institution to improve its facilities and create a more conducive learning environment. The renovation project began on April 1, 2024, and is expected to be completed by December 2024. The objective of the project is to modernize classrooms, enhance safety measures, and update infrastructure in line with current academic and environmental standards. The institution's administration initiated the renovation project following feedback from students, faculty, and accreditation bodies. The upgrades are expected to improve the overall learning experience and align the campus infrastructure with contemporary educational needs.

Scope of Renovation The renovation project includes the following key areas:

- Classroom Modernization:

- Upgrading all classrooms with new seating, smart boards, and energy-efficient lighting.

- Library Expansion**: Expanding the library to accommodate more study areas and add digital resources.

- Laboratory Upgrades: Equipping science and computer laboratories with updated technology and modern equipment to support research and practical learning.

- Student Accommodation: Renovating student dormitories to improve comfort and safety, including the installation of new plumbing, electrical systems, and fire safety measures.

- Campus Infrastructure: Resurfacing walkways, adding accessibility ramps, and creating green spaces for outdoor study and relaxation.

- Energy Efficiency: Introducing solar panels on the

rooftops of academic buildings to reduce electricity consumption and implementing rainwater harvesting to support sustainable practices on campus. Progress of Renovation As of October 2024, the renovation work is on schedule, with significant progress made in the following areas: - Classroom Modernization: 70% of classrooms have been renovated with new seating and smart boards installed. Energy-efficient LED lighting has been installed in 80% of classrooms. - Library Expansion: The library expansion is 60% complete, with structural work finished and interior fittings underway. Additional digital resources and furniture are expected to arrive in November. - Laboratory Upgrades: Science and computer labs have received new equipment, with 75% of installations completed. Safety measures, including emergency exits and ventilation, are being upgraded and will be completed by early December. - Student Accommodation: Renovation of dormitories is 50% complete, with two wings fully refurbished. Electrical and plumbing work is ongoing in the remaining wings. - Campus Infrastructure: Walkway resurfacing is completed, and accessibility ramps have been installed at all main entrances. Landscaping work is underway, with tree planting and green spaces expected to be ready by November. - Energy Efficiency: Solar panels are installed on two main buildings, covering approximately 30% of the campus's energy needs. Rainwater harvesting systems are also being finalized. Challenges Faced While the renovation work is progressing as planned, some challenges have been encountered: -Supply Chain Delays: Due to global supply chain disruptions, certain materials and equipment arrived later than expected, causing minor delays in classroom and laboratory upgrades. - Weather Constraints: Heavy rains in July and August affected some outdoor work, including walkway resurfacing and landscaping. - Budget Adjustments: The cost of materials and labor has increased, requiring slight adjustments to the budget. The administration is seeking additional funding to ensure all planned renovations can be completed without compromising quality. Conclusion The renovation work at XYZ Academic Institution is on track and is already improving the campus experience for students and staff. The modernization of classrooms, expansion of the library, and upgrades to laboratories and student accommodation will greatly enhance the academic and residential environment. Despite minor challenges, the project is progressing within the adjusted timeline, with full completion expected by December 2024. Once completed, the renovated facilities will provide students and staff with a state-of-the-art academic environment that supports modern teaching, learning, and sustainability goals. Continuous monitoring and effective communication between contractors, administration, and campus stakeholders are ensuring that the project remains aligned with its objectives.

Letter Writing: Business and Personal

1. Dev Sports, Sector 7, Nayapalli , Bhubaneswar has advertised a clearance sale on sports goods – tennis balls, basket balls, cricket gloves, pads and shuttle cocks. Being the sports in-charge of your institution, place an order for the said items.

Ans: Suraj Kumar
Cuttack Elite School of Engg.
Badambadi-768000

19 September, 2024

The Manager
Dev Sports,
Sector 7,

Nayapalli ,
Bhubaneswar

Subject: Placing an order of sports goods

Dear Sir,

This makes mention of the quotation from September 19, 2024. Please deliver the things listed below to the address provided.

Name of the Items No. of Items Remarks

Basket Balls 10 Sparton

Cricket Gloves 10 SS

Tennis balls 20 Vicky

Cricket pads 10 SS

Shuttle Cocks 20 Yonex

All of the things must be delivered within a week in good shape, securely bound, and with correct packaging.

Once the items arrive at our office, the payment will be done in cash. You would be liable for any damage that occurred during shipping. We do expect the same delivery this time as well, even though you have never given us the chance to complain in the past and the goods have always arrived to us well on time, in perfect condition, and according to our specifications. Thanking You Yours Faithfully XYZ (Sports In-charge)

E-Mail Writing

You are a student of final year. You sent an application for a leaving certificate to the Principal a week ago, but neither have you received an answer nor you have received the certificate. Write an email to the principal requesting for a prompt response.

Ans:

14 May, 2023

From: xyz@gmail.com

To: principalBBpolytechnic@gmail.com

Subject: Reminder of request for issue of school leaving certificate

Respected Sir,

I am xyz, a student of Civil Engineering branch of your institution. I cleared my diploma examination in this session. I had written an e-mail to you a week back, requesting you to issue a leaving certificate. However I did not receive any response yet. Sir, please consider this as an urgent matter. I have to submit the said document in the college where I have got admission into B.Tech. Kindly let me know when I can collect the certificate from the institute office. Hope for a prompt response at your end and obliged.

Yours Sincerely

Xyz

Notice Writing

You are the head girl/boy of XYZ Polytechnic. Your institution is soon going to publish the annual magazine next month. Write a notice for the notice board of your institution inviting students to submit write-ups.

Ans:

XYZ POLYTECHNIC NOTICE

15 September 2024

CALL FOR SUBMISSIONS

It is hereby notified that our institution is going to publish its annual magazine next month. All those who wish to contribute articles can mail their entries to xyzmagazine@gmail.com. There will be a creative corner for which you can contribute paintings. Your contributions will be accepted latest by September 25, 2024 till 11:59 pm. You can take any topic of your choice. For further information, contact your respective proctor.

Thank you.

ABC Head Girl/Head Boy