



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, October 2019

Program: B.Tech. CSE CL/IPR

Semester – I

Subject (Course): General English

Max. Marks: 100

Course Code : CLNL 1001

Duration: 3 hours

No. of page/s: 05

Sec A

Question	Marks	CO
Q1. Do as directed. a. Are the terms "Verbal" and "Oral" Communication are interchangeable? – Yes/No (choose correct option) b. The CEO of a company announces (via email) extra incentive to its employees as the company made good profit during the last fiscal year. It is an example of _____ flow of communication. (Fill in the blank) c. The informal flow of communication (to hear news from someone who heard the news from someone else) within an organization is called _____. (Fill in the blank) d. Semantic barriers are related to: Language/Psychology/Organizational Structure/Emotions (Choose the correct option) e. Orders/Circulars/Policy Statements are examples of _____ communication. Emotional (Fill in the blank)	10	1

Sec B

Question	Marks	CO		
<p>Q2. Match the following: [5marks] CO 2</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> a) Sexist Language b) Redundancy c) Wordiness d) Obsolete Usage e) Jargon </td> <td style="width: 50%; vertical-align: top;"> i) Running from pillar to post ii) The reason is...because iii) Chairman of the company iv) Meet me at 10 AM tomorrow morning v) special words and phrases which are used by particular groups of people, especially in their work </td> </tr> </table>	a) Sexist Language b) Redundancy c) Wordiness d) Obsolete Usage e) Jargon	i) Running from pillar to post ii) The reason is...because iii) Chairman of the company iv) Meet me at 10 AM tomorrow morning v) special words and phrases which are used by particular groups of people, especially in their work	5	2
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Q3. Discuss any two <i>Organizational Factors</i> that could act as barriers.	5	1		
Q4. Discuss the <i>Principle of Informality</i> with an example.	5	1		
<p>Q5. Provide meaning to differentiate the pair of words and use them in sentences.</p> <ul style="list-style-type: none"> a) Stationary – Stationery b) Born – Borne c) Cast – Caste d) Industrial – Industrious e) Beside – Besides 	5	2		

Sec C

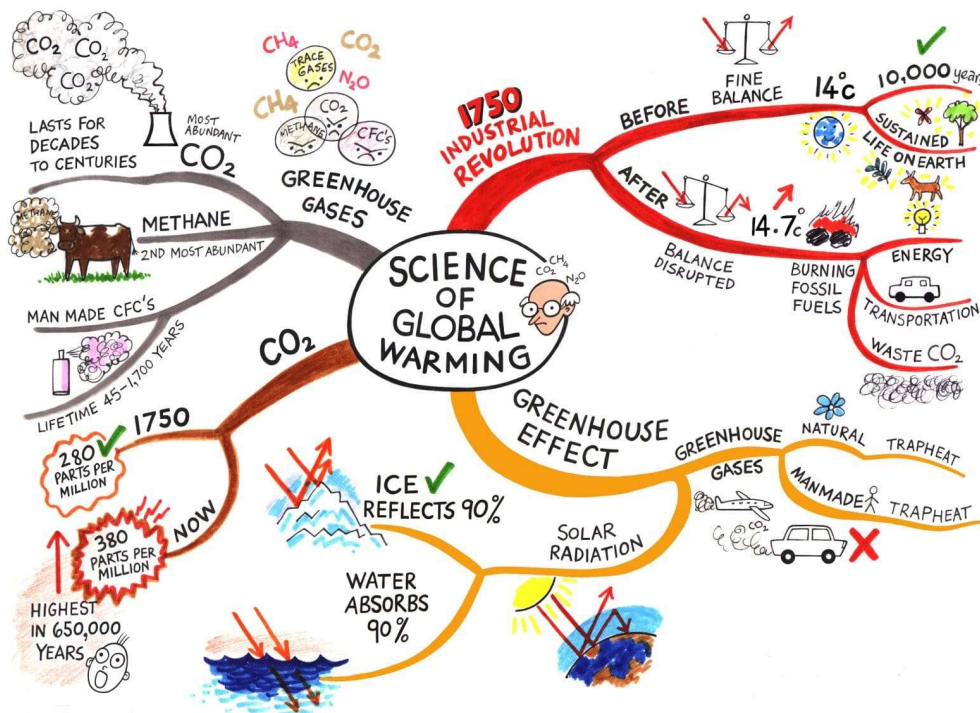
Question	Marks	CO
<p>Q6. Do as directed.</p> <p>a. I was exhausted at the end of the exam. I _____ (write) for over two hours. (Fill in the blank with correct tense of the verb)</p>	10	2

- b. We did not really want to go and see the musical again. We _____ (already see) it twice - so we said "no" and we went to a restaurant instead! (Fill in the blank with correct tense of the verb)
- c. If you took more exercise, you _____ (feel) better. (Fill in the blank with correct conditional)
- d. If I _____ (sell) my car, I would not have got much money for it. (Fill in the blank with correct conditional)
- e. Someone sent her a cheque for a thousand euros. (Change to passive)
- f. We are working on the report right now. (Change to passive)
- g. The performance _____ (happen) right now. Let's go. (Fill in the blank)
- h. The judge ordered that smoking _____ (prohibit) in restaurants. (Fill in the blank)
- i. I would not have complained if the food _____ (not/be) overcooked.
- j. I hope I am going to be hired by them soon. (Change to active)

Q7. Look at the mind map below and create paragraphs (each not to exceed 50 words) using *Expository* method of paragraph development.

10

3



Sec D

Question	Marks	CO
<p>Q8. Look at the case study below and answer the questions that follow:</p> <p>Ken and Ben were trainers and conducted training program together. Ben observed training program given by Ken. After completion of the training program, they had the below conversation while driving back to their home.</p> <p>Ben: You want to be goody-goody with your participants.</p> <p>Ken: What do you mean by that?</p> <p>Ben: You want to be friendlier with your participants.</p> <p>Ken: To make participants comfortable, it is desirable to talk to them and make them comfortable. I was doing the same. Of course, being good and friendly is not bad, right!</p> <p>Ben: Don't be too much attached with your participants. Do your job and get out.</p> <p>Ken: Yes, we have to do our job well. That is the prime motive. It is essential to be friendlier to ensure effective takeaways. If you are amicable and cordial with your participants you can touch them and make a difference. And, of course, I also take informal feedback from them by conversing with them which, probably, the participants might not know and I improve a lot from their informal feedback.</p> <p>Ben: When I was training senior executives, there was a guy who was funny with others. I pointed out and corrected in front of all. I made fun of him. All participants laughed and enjoyed.</p> <p>Ken: Was that the correct way to give feedback by making the senior executive as a laughing stock in front of all?</p> <p>Ben: That is how you need to treat some people. And if you are friendly you cannot correct participants.</p> <p>Ken: I don't think so.</p> <p>Ben: I think you don't speak with convictions?</p> <p>Ken: I didn't understand. Could you be more specific?</p> <p>Ben: During training program, you did not speak with force. That means your convictions were not strong.</p> <p>Ken: Is it?</p> <p>Ben: Yes</p> <p>Ben: Another thing, I observed, sometimes you shoot questions with your participants</p>	20	1

<p>such as ‘did you understand?’ That means do you doubt the understanding capacity of your participants? That is not good.</p> <p>Ken: Yes, sometimes I shoot such close-ended questions to get feedback from my participants whether I am reaching them or not during training programs? It is not exactly testing their competency level to understand my content. In any presentation, I shoot such questions to know their pulse and to get their attention to the training process. Especially I shoot such questions when I find unfavorable vibes from the participants. If I don’t get favorable response, then I shift my training methodology and strategy towards more interaction rather than delivering lecture. It was a strategy I adopt to get my participants back to the track of training process.</p> <p>Ben: You get defensive. Don’t do that.</p> <p>Ken: Are you sure? If it so, then I need to change my strategy. Could you cite an incident where I got defensive?</p> <p>Ben: During the case study discussion, one participant was highlighting only problem. However, you insisted on solutions.</p> <p>Ken: Yes, people, in general, focus on issues and individuals. However, I believe in focusing on ideas. That was the reason. Besides, I wanted to grill the participant so that he could come out with more innovative ideas towards solving the issue rather than brooding over the issue. And you have seen him coming with more ideas subsequently.</p> <p>By the time, the car reached Ken’s residence. Ken came out of the car and thanked Ben for the feedback and also for dropping him at his residence. He found that there was authenticity in few questions and decided to bring behavioral improvements and threw other questions into dustbin that did not have any validity and relevance.</p> <ol style="list-style-type: none"> A. How far was Ben justified in giving feedback? Discuss. B. Could anybody give feedback without asking? Why/Why not? C. Was Ben biased in giving feedback? Quote reasons in support of your answer. D. What would you do if you were in the shoes of Ken? E. Identify any two barriers and their types. Quote the incident to support your claim. 		
<p>Q9. Write a report in about 200 words explaining the need for Cyber Law and its awareness based on contemporary issue(s) known to you.</p>	<p>15</p>	<p>4</p>

<p>Q10. Read the information below:</p> <p>As the petitioner, you have collected an astounding 350,000 signatures to pressure the <i>County Animal Control</i> not to euthanize a dog whom the government deemed to be part wolf. The petition intends to save the animal's life, by sending it to a rescue.</p> <p>Draft a petition with a clear target and a well-defined goal to address this issue.</p>	15	4
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