

Register No.: ..... Name: .....

## SAINTGITS COLLEGE OF ENGINEERING (AUTONOMOUS)

(AFFILIATED TO APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY, THIRUVANANTHAPURAM)

### SECOND SEMESTER INTEGRATED MCA DEGREE EXAMINATION (S), AUGUST 2023 (2020 SCHEME)

Course Code: 20IMCAT102

Course Name: Technical Communication

Max. Marks: 60

Duration: 3 Hours

#### PART A

*(Answer all questions. Each question carries 3 marks)*

1. Differentiate active and passive listening
2. Explain KWL technique in reading
3. Explain the three Vs of communication
4. "Empathetic listening is used in times of crisis". Validate the statement
5. What are the dos and don'ts in a debate ?
6. **Frame questions for the following sentences so as to get the underlined part as answer:**
  - a. Dialogues throughout the book are lively.
  - b. The monsoon starts in June.
  - c. I've been asked to bring back a vaccine for a horse.
7. **Fill in the blanks with appropriate conjunctions with answers**
  - a. .... she was ill, she could not come to the office.
  - b. She turned off the lights.....she could sleep.
  - c. You will fail.....you work hard.
8. What is Received Pronunciation?
9. Explain the three basic listening models.
10. **Convert the given direct speech into indirect**
  - a. Maria said, "I'm seeing my brother tomorrow".
  - b. She said, 'Will you come for the party?'
  - c. Reema said, "I drove the bike".

#### PART B

*(Answer one full question from each module, each question carries 6 marks)*

#### MODULE I

11. Imagine that you are a customer service professional at Amazon. A customer shares some negative feedback about a product or service of yours . Prepare a role play based on this. (6)

**OR**

12. a) What are vocal cues and why are they important? (3)  
b) Identify the given sentences as simple, compound and complex: (3)
- 1) Tom reads novels; however, Jack reads comics
  - 2) Jack Smith who reads comics, rarely reads novels
  - 3) The sun looks amazing today.
  - 4) I remember the day that we met very well.
  - 5) We are going to the park.
  - 6) Nithi is not keeping well, yet she decided to go to work.

**MODULE II**

13. a) Describe the basic types of reading skills. (3)  
b) Explain the SQ3R method of reading. (3)

**OR**

14. Write a formal letter of invitation to the District collector of your district requesting him/her to be the chief guest on the inaugural function of the newly constructed auditorium in your college. Assume yourself to be the student representative in charge of the event. (6)

**MODULE III**

15. a) List out the various barriers to effective speaking. (3)  
b) "Critical reading demands a higher level of involvement from a reader". Explain the relevance of this statement. (3)

**OR**

16. Write a review of a movie that you watched recently. (6)

**MODULE IV**

17. Write a report to be published in the newspaper on the recent achievements made by your friend in the 36<sup>th</sup> National Games of India 2022 held in Gujarat. (6)

**OR**

18. Write a report for your college magazine about the recently held Organ Donation Camp. (6)

**MODULE V**

19. a) Suggest some tips for an effective presentation. (3)  
b) What is the role and importance of visual aids in a presentation? (3)

**OR**

20. a) List out the differences between technical writing and creative writing. (3)
- b) What are the various methods of reading. (3)

\*\*\*\*\*