

SOLUTION

Subject Code- HSMC-101

Subject Title- English

Mid Semester Test- 1

Q1. Define grapevine communication with the help of suitable examples. (2 marks)

Ans. Informal channels transmit official news through unofficial and informal communicative interactions known as 'grapevine'. These channels may not be very reliable as they may be company rumours or just gossips. Such channels are more active in organisations that are not transparent. The grapevine is not always negative for an organisation as it may help in building up organisational solidarity and harmony. (1mark)

Example- tea time gossip, casual gatherings, lunch time meetings (1 mark)

Q2. How do kinesics and paralanguage contribute in making oral communication effective or ineffective? (2 marks)

Ans. Kinesics refers to communication through the body language of the parties communicating. Sometimes people use signs for communicating their message. For example, when a boss gestures a thumbs up to his/her colleague, it could mean that he/she liked the idea or is giving him a go-head. Many times, during face-to-face interaction, people may nod to show their agreement or disagreement over what is being discussed. (1mark)

Paralinguistics refers to spoken communication through changes in the rate of speech, accent, volume, voice modulation, pitch and fluency. It is not only what is being said is important but also how it is said plays a role in communication. For example- 'come here!' can be said authoritatively or endearingly, depending on the tone of voice of the sender. (1 mark)

Q3. Differentiate between active listening and passive listening. (4 marks)

Ans. Active Listening

Passive Listening

1) The listener is aware of a clear specific purpose of listening and he/ she is motivated to listen.

2) The listener understands the

1) The listener has no clear purpose and he/she has no motivation to listen to the speaker.

2) The listener finds it difficult to

language of the speaker.

understand the language of the speaker.

3) The listener pays attention to a person's speech and concentrates on the theme, main points and supporting details of the message.

3) The listener does not pay attention to person's speech.

4) The listener asks questions for clarifications to ensure that he/she has understood the speaker.

4) The listener does not question the speaker regardless of whether he/she has heard accurately or not.

5) The listener interprets and analyses while he/she listens.

5) The listener does not interpret and analyse while he/she listens.

6) As the listener concentrates on the important parts of the message, he/she thinks ahead, hypothesizes, and predicts.

6) The listener does not think ahead as he/she pays the same amount of attention to all parts of the message.

Q4. What do you understand by scanning and skimming skills in the context of reading process? What, according to you is the usefulness of these skills for in-depth understanding of a written text? (2+2 marks)

Ans. Scanning refers to the ability to locate specific information or facts as quickly as possible. Scanning is an important rapid reading technique, which provides better comprehension while reading a scientific or technical text. It may serve several purposes, which include- relevant graphic details, a formulae in a text, and a word in a dictionary. Skimming refers to the process of reading a text or passage in order to get a rough idea of what the text is all about. (2 marks)

Skimming is a more sophisticated skill than scanning. Skimming involves discovering the purpose of reading for academic and professional purposes is obtaining relevant information for various purposes. This involves not only the ability to recognize the main ideas and supporting details but also the ability to identify different writing patterns used to develop these ideas. (2 marks)

Q5. Explain SQ3R as a reading technique? In which ways its implementation in your learning process can prove to be beneficial for you? (2+2)

Ans. SQ3R is a well-tryed and widely used reading technique. This reading technique was developed by F.P. Robinson in 1946 in his book *Effective Study*. SQ3R has five stages, namely Survey, Question, Read, Recall and Revise.

Survey- glancing rapidly through the text before reading any part of it to discover its purpose, and identify its organization.

Question- asking appropriate questions for each part of the text in order to give a purpose to the reading.

Read- reading carefully and thoroughly, and making notes at the end of each section.

Recall- recalling the content at the end of each part of the text and checking and mending notes.

Revise- checking the accuracy of reading recall, and reviewing notes. (2 marks)

Subjective opinions or views can be written related to the second part of the question. (2 marks)

Q6. "Poor listening can become a major barrier to communication." Discuss this statement in the context of academic and professional life.

Ans.

- How poor listening can become a major barrier to communication
- Barriers – physical, psychological, linguistic, cultural
- Relate barriers in the context of academic and professional life
- How these barriers can be overcome