Write short notes on (any three)                                                   [15]

a.) Feedback
b.) Raising morale
c.) Diagonal
d.) Advantages and disadvantages of oral communication
e.) SMS communication

Write essay type answer: (any Two)                                                 [15]

a.) Socio-psychological barriers exist outside the person involved in communication.
b.) 'Effective listening skills demand an understanding of different listening skills required in different situations'. Explain.
c.) What do you understand by business ethics? Explain it's relevance to present times.

. a.) Draft an application in response to the following advertisement:                 [8]

"Wanted experienced computer programmers for a MNC located in South Mumbai. The applicant must be graduate with the knowledge of Oracle programming. Apply, with a detailed bio data to Box S 432, The Times Of India, Mumbai-1"

                                                                                      [8]
b.) Attempt any two of the following:

(i.) Mishra has been offered the post of a Personal Manager at a reputed Glass Company. Draft her letter of acceptance of job offer.

(ii.) Rita has been offered the Post of a technical head at Warki Paints, Pimpri. Write a letter of resignation from the post of Scientific Officer at Mirka Research Centre, Pune

iii). Rajanikant wants to complete his doctorate in commerce from Melbourne University, Australia. He has a versatile personality and possesses a flair of learning new languages. Draft a SOP on his behalf.

                                                                                      [5]
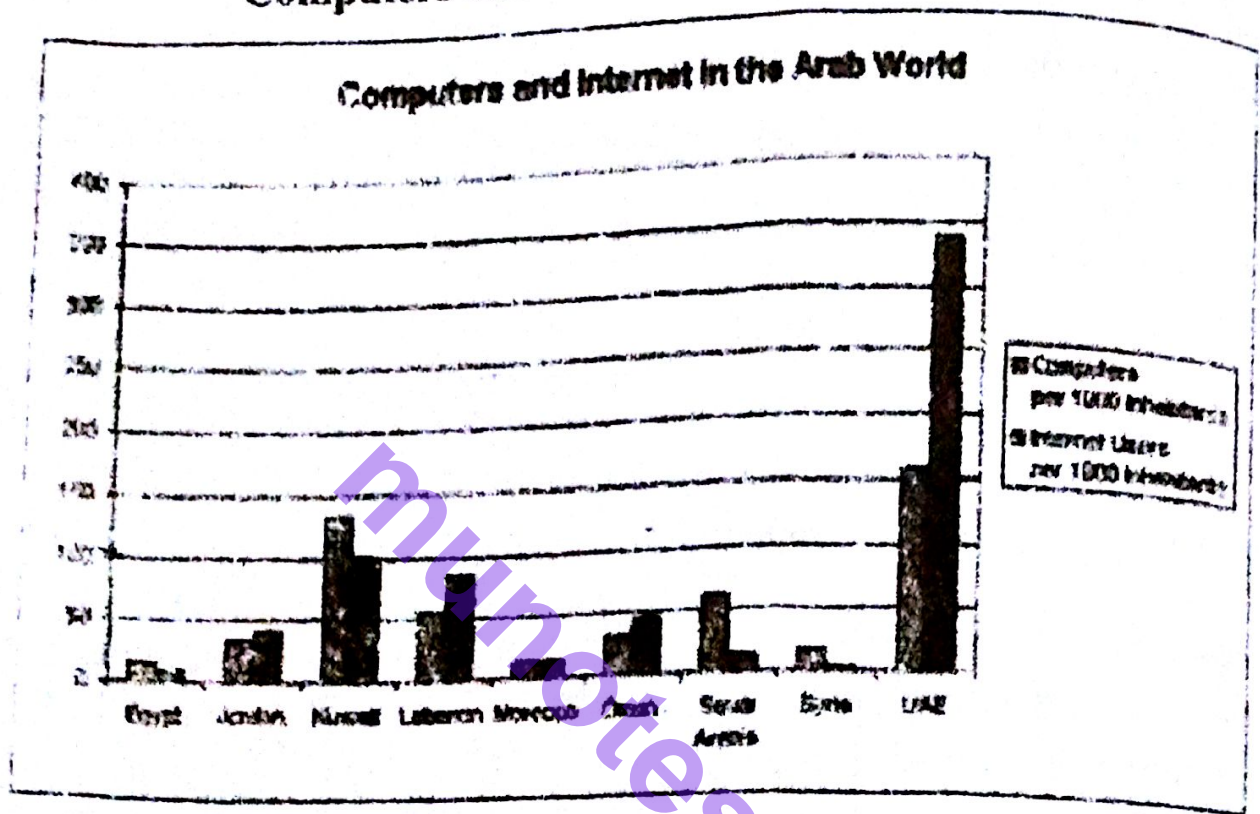
4.   Write a paragraph on any one of the following:

a.) i.)Importance of exercise in life

     ii.)Worst period of Indian rupee.

(PTO)

b.) Write a paragraph interpreting the following bar chart :

## Computers and Internet in the Arab World



(Source: International Telecommunications Union
http://www.itu.int/ITU-D/ict/statistics/at_glance/Internet01.pdf)

C) Correct the errors in the given paragraph and rewrite it.

A computer is an programmable machine. It is an electronic device which process information gave to it. The word computer is derive from the Latin word "computare" which mean to calculates. Obvious, computers are used to computing. Nevertheless, it also used for process and storage data.

— xxxxx —