GUJARAT TECHNOLOGICAL UNIVERSITY

3 SEMESTER – OLD PAPER – WINTER 2025 TO SUMMER 2026 – ANSWER BANK

Subject Name & Code: Professional Communication and Ethics- BE03000051

Chapter 1: Professional Communication

Repeated Questions:

None identified.

Other Important Questions:

1. Communication Barriers and Models (Theory):

- **Q.** Define communication barriers. List any three with examples. **(WINTER 2025, 3 Marks)**

Answer:
Communication barriers are obstacles that interfere with the effective exchange of information, causing misunderstanding or complete breakdown of communication.

Three Communication Barriers with Examples:

- **Semantic Barriers:** Misunderstanding caused by ambiguous words, jargon, or different interpretations.
  - **Example:** An engineer says "the system crashed" meaning software failure, but a non-technical person interprets it as physical damage.
- **Psychological Barriers:** Emotional states, prejudices, or lack of attention that distort message reception.
  - **Example:** An employee who fears criticism may ignore constructive feedback during a performance review.
- **Physical Barriers:** Environmental factors like noise, distance, or technical issues that obstruct message transmission.
  - **Example:** Poor internet connectivity during a video conference causing audio delays and missed information.

- **Q.** Identify and explain any two models of communication. How are they relevant in today's work culture? **(WINTER 2025, 7 Marks)**

Answer:

Model 1: Shannon-Weaver Model (Linear Model)

Explanation:

- Proposed by Claude Shannon and Warren Weaver in 1949, this is a linear, one-way communication model.
- The model consists of: Sender → Encoder → Channel → Decoder → Receiver.
- Noise (any interference) can distort the message at any stage.
- It treats communication as a transmission process focused on message delivery.

Diagram Description: A horizontal flow diagram showing an Information Source (Sender) feeding into a Transmitter (Encoder), passing through a Communication Channel with noise interference (shown as a lightning bolt above), reaching a Receiver (Decoder), and finally the Destination.

Relevance in Today's Work Culture:

- Forms the basis for understanding email communication, technical documentation, and broadcast messaging.

- Helps identify where "noise" (technical glitches, unclear language) disrupts messages in virtual meetings and digital communication.
- Used in designing effective mass communication systems like company-wide announcements.

Model 2: Schramm's Interactive Model (Circular Model)

Explanation:

- Developed by Wilbur Schramm, this model presents communication as circular and two-way.
- Both sender and receiver are simultaneously encoders and decoders—they alternate roles.
- Feedback is essential, making communication a continuous loop.
- Field of Experience (shared knowledge/background) is crucial—communication succeeds when sender and receiver overlap in understanding.

Diagram Description: Two circles overlapping in the center (representing shared field of experience), with arrows indicating messages flowing back and forth between two individuals who alternately act as sender and receiver.

Relevance in Today's Work Culture:

- Reflects collaborative workplace communication—team discussions, negotiations, and feedback sessions.
- Essential for understanding client interactions and customer service where continuous feedback is required.
- Highlights importance of shared context in cross-cultural teams and global virtual collaborations.

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2. Non-Verbal Communication (Theory):

- **Q.** Explain the significance of non-verbal communication in workplace settings. **(WINTER 2025, 4 Marks)**

Answer:

Non-verbal communication refers to conveying messages without words through body language, facial expressions, gestures, posture, and tone of voice.

Significance in Workplace Settings:

- **Enhances Message Clarity:** Non-verbal cues reinforce or modify verbal messages. A confident posture and steady eye contact during a presentation increase credibility and audience trust.
- **Builds Professional Relationships:** Appropriate gestures, smiling, and open body language create positive impressions during interviews, meetings, and networking, fostering trust and rapport among colleagues.
- **Conveys Emotional States:** Facial expressions and tone reveal attitudes and feelings that words may hide. Managers can gauge employee morale, and employees can sense leadership confidence.
- **Cultural Awareness in Global Business:** Understanding non-verbal differences (e.g., personal space, handshakes, eye contact norms) prevents misunderstandings during international client meetings and foreign visits.
- **Demonstrates Professionalism:** Proper grooming, firm handshakes, and attentive listening posture reflect respect and competence, directly impacting professional reputation and career growth.

Chapter 2: Professional Documentation

Repeated Questions:

None identified.

Other Important Questions:

1. Memo and Technical Description (Short Writing):

- **Q.** Draft a short memo informing staff about revised office timings. **(WINTER 2025, 3 Marks)**

Answer:

MEMORANDUM

To: All Staff Members

From: [Name], [Designation]

Date: [DD/MM/YYYY]

Subject: Revised Office Timings

The office timings are revised to 9:00 AM to 5:30 PM (Monday to Friday) with effect from [Date].

Lunch break will be from 1:00 PM to 1:30 PM.

All employees must report on time and coordinate with HR for any queries regarding the revised schedule.

[Signature]

[Name]

[Designation]

- **Q.** Write a short technical description of a smartphone highlighting its unique features. **(WINTER 2025, 4 Marks)**

Answer:

A smartphone is a handheld mobile device that integrates cellular communication, computing, camera, and multimedia functions in a single unit.

Unique Features:

- **Display:** 6.7-inch AMOLED screen with 120 Hz refresh rate for smooth visuals and better readability.
- **Processor and Memory:** Octa-core processor with 8 GB RAM and 256 GB storage for fast multitasking and large data storage.
- **Camera:** 50 MP triple camera with OIS and night mode for high-quality photography in low light.
- **Battery:** 5000 mAh battery with 67 W fast charging for long backup and quick recharge.
- **Connectivity and Security:** Supports 5G, Wi-Fi 6, NFC, and biometric authentication (fingerprint and face unlock).

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2. Letter and Proposal Writing:

- **Q.** Draft a complaint letter from ABC Enterprises, Ring Road, Surat - 395002 to The Manager, XYZ Supplies Pvt. Ltd. 45, GIDC Estate, Vatva, Ahmedabad - 382445 regarding the receipt of defective products - specifically 200 units of LED Display Panels (Model: LDP-600) and 100 units of Power Supply Modules (Model: PSM-240W) **(WINTER 2025, 7 Marks)**

Answer:

ABC Enterprises

Ring Road,

Surat – 395002

Date: [DD/MM/YYYY]

To,

The Manager,

XYZ Supplies Pvt. Ltd.,

45, GIDC Estate, Vatva,

Ahmedabad – 382445

Subject: Complaint regarding receipt of defective LED Display Panels and Power Supply Modules

Dear Sir/Madam,

We refer to our recent order for 200 units of LED Display Panels (Model: LDP-600) and 100 units of Power Supply Modules (Model: PSM-240W) supplied to our firm.

On inspection, we found that the consignment is defective and not as per the agreed specifications. The LED Display Panels show flickering, dead pixels, and inconsistent brightness, while the Power Supply Modules show voltage fluctuation and overheating during operation.

These defective products are unusable and have disrupted our production schedule, causing business loss and delay in customer delivery.

We request you to replace the defective units immediately or refund the full amount at the earliest.

Kindly arrange for pickup of the defective goods and confirm the replacement/refund within 7 days of receiving this letter.

Copies of the inspection report and photographs of the defective products are enclosed for your reference.

We expect your prompt action to resolve this issue and maintain our business relationship.

Thank you.

Yours faithfully,

For ABC Enterprises

[Signature]

[Name]

[Designation]

- **Q.** Write a proposal to your department head requesting purchase of new laboratory equipment. **(WINTER 2025, 7 Marks OR)**

Answer:

PROPOSAL FOR PURCHASE OF NEW LABORATORY EQUIPMENT

To: The Head of Department, [Department Name]

From: [Name], [Designation/Student Representative]

Date: [DD/MM/YYYY]

Subject: Proposal for purchase of new laboratory equipment

- **Background and Problem:** The existing laboratory equipment is outdated and insufficient for the current curriculum and student strength. This causes long waiting time, limited hands-on practice, and difficulty in conducting advanced experiments.
- **Objective:** To upgrade the laboratory with modern, safe, and industry-relevant equipment for effective practical learning and project work.

Proposed Equipment:

- Digital oscilloscopes (4 units)
- Function generators (4 units)

- Regulated DC power supplies (6 units)
- Microcontroller trainer kits (10 units)
- **Justification:** The new equipment will increase laboratory capacity, support advanced experiments, improve safety standards, and prepare students for industry requirements.
- **Estimated Budget:** Approximately ₹[Insert Amount]. Detailed quotations from approved suppliers are enclosed.
- **Timeline:** Procurement within 4–6 weeks; installation and staff training within 2 weeks after delivery.
- **Expected Outcomes:** Improved practical learning, reduced equipment shortage, better project work, and enhanced student confidence and employability.
- **Request:** Kindly sanction the purchase of the proposed laboratory equipment at the earliest.

[Signature]

[Name]

[Designation]

Chapter 3: Advanced Public Speaking Skills

Repeated Questions:

None identified.

Other Important Questions:

1. Speeches and Presentations:

- **Q.** Define persuasive speaking. **(WINTER 2025, 3 Marks)**

Answer:
Persuasive speaking is a type of speech aimed at convincing the audience to accept a specific viewpoint or take a desired action by appealing to their logic, emotions, and credibility.

- It focuses on changing attitudes, beliefs, or behaviours through reasoned arguments and evidence.
- It uses ethos (credibility), pathos (emotion), and logos (logic) as persuasive appeals.
- Common in sales pitches, political speeches, debates, and proposal presentations.

- **Q.** List four delivery techniques used in professional presentations. **(WINTER 2025, 4 Marks)**

Answer:

Four key delivery techniques:

- **Eye Contact:** Maintain consistent eye contact with the audience to build trust and engagement; avoid reading directly from slides.
- **Vocal Modulation:** Vary pitch, pace, and volume to emphasize key points and prevent monotony.
- **Gestures and Body Language:** Use purposeful hand movements and open posture to reinforce messages and show confidence.
- **Pausing and Emphasis:** Use strategic pauses before/after important points to let ideas sink in and create impact.

- **Q.** Prepare an outline for an informative speech on 'Artificial Intelligence in Everyday Life'. **(WINTER 2025, 7 Marks)**

Answer:

OUTLINE

Title: Artificial Intelligence in Everyday Life

I. Introduction

A. Attention-grabber: "From the moment you unlock your phone with your face, AI is already working."

B. Definition: AI is the simulation of human intelligence by machines.

C. Thesis: AI is deeply embedded in daily routines, often invisibly, improving convenience and efficiency.

D. Preview: This speech will cover AI in smartphones, homes, transport, healthcare, and shopping.

II. AI in Smartphones and Personal Devices

A. Voice assistants (Siri, Google Assistant) use natural language processing.

B. Face unlock and fingerprint recognition use biometric AI.

C. Photo apps use AI for scene detection and auto-enhancement.

III. AI in Homes and Daily Utilities

A. Smart home devices (Alexa, smart thermostats) learn user preferences.

B. AI-powered washing machines and refrigerators optimize energy and cycles.

C. Chatbots handle customer service and online banking queries.

IV. AI in Transportation and Navigation

A. Google Maps uses AI for real-time traffic prediction and route optimization.

B. Ride-sharing apps use AI for dynamic pricing and matching.

C. Autonomous vehicle technology (adaptive cruise, lane assist) is increasingly common.

V. AI in Healthcare and Wellness

A. Fitness bands use AI to track activity and sleep patterns.

B. Symptom checkers and telemedicine platforms use AI for preliminary diagnosis.

C. AI aids in medical imaging analysis (X-rays, MRIs).

VI. AI in Shopping and Entertainment

A. E-commerce recommendation systems suggest products based on behaviour.

B. Streaming platforms (Netflix, YouTube) use AI for content recommendations.

C. AI-generated playlists and personalized ads.

VII. Conclusion

A. Restate thesis: AI is an invisible but integral part of everyday life.

B. Summary of key areas: communication, home, transport, health, and commerce.

C. Closing thought: Understanding AI helps us use it responsibly and prepare for future innovations.

- **Q.** Draft the opening statement of a motivational speech for new engineering graduates. **(WINTER 2025, 7 Marks OR)**

Answer:

OPENING STATEMENT

"Good morning, respected faculty, proud parents, and most importantly—the bright, talented engineers of tomorrow.

Today, as you hold your degree, you are not just holding a certificate. You are holding a responsibility—to build, to innovate, and to solve problems that matter. The world you are stepping into is not waiting for perfect answers; it is waiting for problem-solvers like you.

Let me ask you something: Did you ever imagine, on your first day of engineering, that you would survive those endless assignments, sleepless nights before exams, and that one professor who never smiled? Well, you did. And that itself proves one thing—you are capable of more than you think.

Engineering is not just about formulas and codes. It is about seeing a problem and refusing to look away. It is about failing a hundred times and trying the hundred-and-first. It is about asking, 'What if we could do this better?'

As you leave this campus today, remember: your degree is a starting point, not a finish line. The world needs engineers who are not just technically skilled, but ethical, curious, and courageous. Engineers who build bridges—not just of steel and concrete, but of trust and opportunity.

So, go ahead. Take that first step. Make mistakes. Learn. Grow. And when you succeed—and you will—remember to look back and lift someone else up.

Congratulations, engineers. Your journey begins now."

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2. Job Interviews and Conferences (Theory):

- **Q.** Explain any two stages of a job interview. **(WINTER 2025, 3 Marks OR)**

Answer:

Two key stages of a job interview:

- **Screening Interview:** A preliminary round (often telephonic or video-based) used by employers to shortlist candidates based on basic qualifications, communication skills, and fit for the role. It filters candidates before the final round.
- **Final/Selection Interview:** A detailed face-to-face interaction (panel or one-on-one) where the candidate's technical knowledge, problem-solving ability, and behavioural fit are assessed through in-depth questions and discussions.

- **Q.** Discuss two advantages and two limitations of participating in conferences. **(WINTER 2025, 4 Marks OR)**

Answer:

Advantages	Limitations
Knowledge Upgradation: Conferences expose participants to latest research, trends, and technologies through papers, workshops, and expert talks.	High Cost: Registration fees, travel, and accommodation can be expensive, especially for students and early-career professionals.
Networking Opportunities: Participants meet peers, industry experts, and potential employers, enabling collaboration and career growth.	Time Commitment: Attending conferences may require absence from work or studies, and sessions can sometimes be generic or irrelevant to one's specific field.
