IQRA NATIONAL UNIVERSITY HAYATABAD PESHAWAR

NAME: yasir zaman

ID.NO:16729

SEMESTER: 2TH

SECTION: COMPUTER SCIENCE

Paper: english

Name :- Yasir Zaman khan

ID No: 16729

Semester : 2 BS C·S

Paper: English:

Question No 1:
Ans:

COMMUNICATION :-

It is the way to express your ideas thoughts, expressions, feelings & emotions through verbal or non-verbol Signs and Symbols .... OR

Communication is a process of transmitting n receiving verbal or non-verbol msgs ----

Process of Communication;

Sender → Encoding

Channel Noise

Message

Feed back

Barrier Channel

Decoding
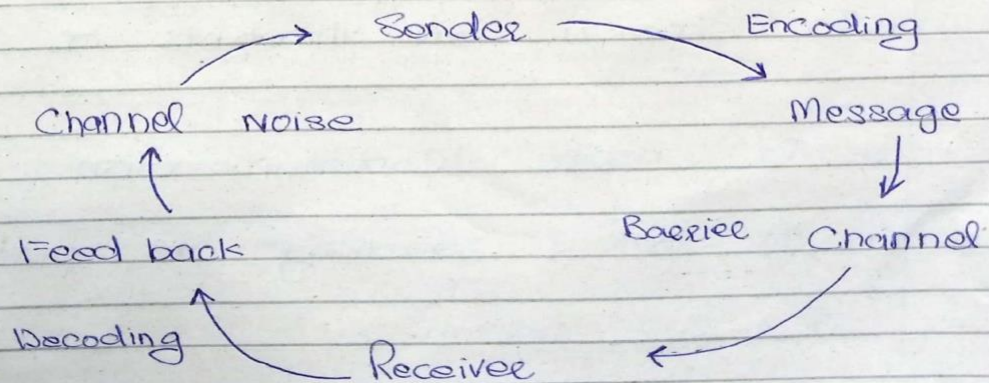
Receiver

How to overcome Barriers of Communication:

1: Taking the receiver more Seriously

2: Crystal clear message

3: Delivering messages Skilfully

4: Focusing on the receiver

5: Using multiple channels to communicate instead of relying on one channel

6: Ensuring appropriate feed back.

7: Be aware of your own state of mind | emotions | attitude.

Purposes OF Communication:

1: To express our thoughts or feelings ... etc.

2: To ensure Communication

3: To find Something abt personality of a person.

4: To enhance under standing

5: To Solve issues.

6: To overcome anxiety through counseling .... etc

Types of Communication;

1: Context

2: Sender

3: Encoding

4: Message

5: Medium

6: Receiver

7: Decoding

8: Feed back

9: Noise

Question No : 2
Ans:

Skimming:

The type of Reading Technique in which we Quickly Read the Passage or Any kind of Text in Order To get the General idea of that Particular Text.

How to SKIM;

* Read the title

* Read the Summary or last paragraph if there is one

* Read the first Sentence of each paragraph

* Read the Subtitle or introduction

When Skimming;

* Don't read everything in detail but just try to Skip the text.

* Read the first and last Sentence of each paragraph.

* Read the introduction and Summary

* Read a few examples until you Understand

the concept of the text.

Scanning;

The type of reading technique in which we read in order to find and locate what we are searching for. we quickly skip the text and rapidly run through the text until we find our specific details.
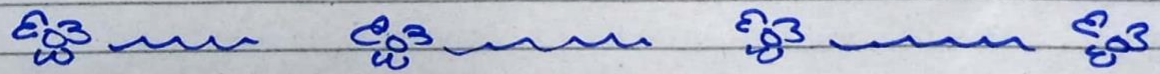
In Scanning we search for key words

- * particular
- * Number
- * Telephone Number
- * Program
- * Date.

Scanning .... Get Only what you need;

Three steps for scanning includes.

① Search for key words

② Move quickly over the page.

③ less reading and more searching.

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Question No: 3
Ans:

7 C's of Communication;

1: Completeness
2: Coerectness
3: Conciseness
4: Concretoness
5: Consideeation
6: Clarity
7: Courtesy-

1: Completeness;
* Provide all necessary information.
* Answer all questions
* Give some thing extra when describe.

2: Conciseness;
* Eliminate wordy expressions
* Include only relevant material
* Avoide unnecessaey repotetion.

3: Consideeation;
* Focus on "You" instead of "I" oe "we"
* put Emphasize positive n pleasant facts.
* Show audience benefit interest in the recivee's end.

4: Concreteness:

* Use specific facts n figures
* Put action in your verb.
* Choose image - building words.

5: Clarity;

* Choose precise, concrete n familiar words
* Construct effective sentences and paragraphs
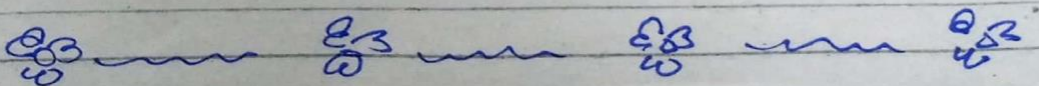
6: Courtesy:

* Be sincere, tactful, thoughtful n appreciative
* Use expressions that show respect.
* Choose nondiscriminatory expressions

7: Correctness:

* Use the right way n level of language acc to audience's benefit
* Check accuracy of facts, figures n words that U have used.
* Maintain acceptable writing mechanics, i-e sentence correction level.

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Question No.4

Define and differenate letter and memmo?

Ans:

Memo:

A memorandum or shortly known as a memo is a precise official note used to inform, direct or advise the members with in the same organization However, the business deal with a number of external parties Such as Customers, Clients, Suppliers, government, agencies, manufacturers, Societies, etc for which a different too of Communication is used, called as a business letter.

Letter:

A letters refers to a brief message sent by the Company to the person or entity which are out Siders.

Definition of Memo

The memo is short for the memorandum, which means a note or record for any use in future. It is a short message used as a means of informal communication within the organization, for transmitting information in writing. It may be titled as interoffice communication, office memorandum, or interoffice correspondence, rather than a memorandum.

The primary objective of memos is to disseminate business policies, procedures or related official business. These are written in one to all perspective and can serve different purposes like conveying news, directions and information to multiple recipients, calling people to action or meeting.

One can use an informal tone and personal pronouns in the memo. There is no requirement to use a salutation and complimentary close.

Definition of Letter

A business letter can be defined as the form of written communication, that contains a long message, addressed to the party external to the organization, i.e. supplier, customer, manufacturer or client. It starts with a salutation, written professionally in the third person and has a complementary close with a signature.

The relationship between the sender and receiver plays a significant role in determining, the overall style in which the letter is drafted. These are used for a number of reasons such as a request for information or feedback, order placement, making complaints or grievances, enquiring something or taking follow-up.

The letter is printed, typed or written on the letterhead paper, which contains the details of the company like name, address, logo, etc. As business letters serve as evidence for both the parties concerned, so it needs to be polite, courteous and respectful to gain immediate response.

Differences Between Memo and Letter

The points presented below explain the difference between memo and letter:

The memo can be defined as a short message, written informally to communicate certain information to the members of the organization. Conversely, letters can be understood as a means of a verbal communication containing a brief message addressed to a party external to the business.

A memo uses informal tone and is straight to the point. On the other extreme, letters are very formal and contain lots of information.

The use of memorandum is internal to the organization, in the sense that it is exchanged between two departments, or units or sent by the manager to inform subordinates. As

against, the use of letter is external in nature, as it is exchanged between two business houses or between the company and client.

When it comes to length, letters are lengthier in comparison to the memo.

There is no requirement of a signature in the memo, as it is used within the organization. However, the letter is to be duly signed by the one who sends it.

Memos are written to inform or direct, a department or number of employees on a certain matter and so it is usually written from one to all perspective, such as mass communication. Contrary to this, letters are private as it addresses to a particular party or client, so it is a form of one to one interpersonal communication.

Technical jargons are commonly used in memos, as well as uses personal pronouns. Unlike, letters avoid the use of technical jargons and terms which are not easy to comprehend. Moreover, letters are written in the third person.

Question no 5;
Ans;

Vocabulary;

Vocabulary basically refer toward " list of words" or "the stock of words" used by a person.

Types of vocabulary;

- 1. Active Vocabulary: which we use for speaking or writing.

  2.   Passive Vocabulary: which we can understand when we hear or read.

  Our reading and writing vocabulary is larger than our spoken vocabulary because we have time to make an effort to recall words when we read or write; speech flows faster and there is less time to recall words. So, our reading vocabulary (passive one) is the largest and our spoken vocabulary (active one) is the smallest; we use all the words we know when we are

reading and use the fewest of the words we

know when we are speaking.

Finish paper