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Subject: Writing & Presentation Skills

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Plagiarized answers are not acceptable.

Q1 Technical writers use design processes to creatively solve complex problems; they use writing processes to create complex documents. In both cases, there are steps or stages. What is the chronological manner to know the technical writing process?

Q2. In research the question leads to a problem that needs to be solved by the researcher. Clearly explain the parameters within which your proposal must stay.

Q3 Assume that your manager wants to create a Web page/ Facebook page/ YouTube channel. Investigate the situation, and write a report

explaining the feasibility of creating and maintain a Web page/Facebook page/ YouTube channel.

Q4. The report is generally written for the purpose of solving a problem. There are many different types of reports. Define different types of reports and explain the particular requirements for the Formal report.

Q5. It is considered illegal to reproduce someone else's expression of Ideas or information without permission. Define the term which is used for this literary crime and explain how to protect any “Fact” that have been considered the intellectual property of the author.

Q1 Technical writers use design processes to creatively solve complex problems; they use writing processes to create complex documents. In both cases, there are steps or stages. What is the chronological manner to know the technical writing process?

Just like any other business activity, technical writing can be boiled down to a *process* – a set of high-level steps. These five steps are *Plan, Structure, Write, Review* and *Publish*. These high-level steps are the common elements in virtually every technical writing project – really in any *business* writing project – big or small.



STEP 1 – PLAN

‘If you fail to plan, you plan to fail.’

All projects need to be planned – at least at some level. Whilst you don’t have to go create a detailed Gantt chart for every technical writing project, it certainly helps if you answer some of the following questions before you put pen to paper. The results of this planning may be as simple as some bullet points jotted down in your notepad – or you may find that simply going through this as a mental exercise is sufficient.

When you’re planning to write technical documents, you should ask yourself:

Scope – How many documents do I need to write? What are their key characteristics? Am I going to publish them in multiple formats – if so, are there any production requirements I should be aware of?

Timing – How long do I need to schedule for review cycles? What’s the final deadline?

Process – What are the high level steps that I need to follow to create the documents?

Along with these basic questions (which apply to almost any project – not just technical writing) there are some specific writing-related questions that you’ll need to consider in your documentation project:

Audience – who am I writing for? Do they have a sophisticated command of language? What are their education levels?

Reviewers / Subject Matter Experts – these are the people who’ll lend their technical expertise in the creation of the documents and review them for accuracy

Existing information

Style guide / templates

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STEP 2 – STRUCTURE

A structure is the backbone of your document – the hierarchy of headings that define the logical order that it will progress. Structure is absolutely essential to successful documents, and it’s something that you should develop before you start writing. A well-structured document is one that has had thought go into it beforehand, which means you’re less likely to need to rehash it later on.

It’s important to understand that structure isn’t a straightjacket – it’ll evolve and change as you write and review the document. After you publish, you may end up with a very different-looking document to the one you envisaged – that’s perfectly normal and there’s nothing at all wrong with it!

There are a number of common structural approaches when it comes to technical documents:

- Narrative structure – The traditional approach – intro, body, conclusion
- Process-based structure – Common in technical documentation such as procedures and user guides
- Library structure – A collection of articles on a common topic, loosely structured
- System-based structure – Describing the components of a system such as an auto manual

STEP 3 – WRITE

Writing is where you convert your bare-bones table of contents and notes into a series of drafts, culminating in a draft that's ready for formal review. Contrary to popular impression, writing is only about 20-30% of the process in a well-planned document – much of the effort goes into planning, structuring, and reviewing your work. In fact, the more time you spend planning and structuring your work, the less time you're likely to spend on writing.

There are a few time-honoured (as well as some new) techniques that technical writers draw on:

- Plain English
- Five Ws (and One H)
- Inverted pyramid
- Verb-noun structure
- Active voice

STEP 4 – REVIEW

I like to think of review as the polishing stage. It's where your document gets the trial by fire, so to speak, of having others formally review it, as well as undergoing another very important task – editing and proofing.

(Sidenote: Editing and proofing is in itself the topic of numerous books. In my book *Technical Writing Process*, I've provided a practical, no-nonsense editing model – The Seven Levels of Editing – that's suitable for technical or business documents.)

In the Review step, there are a number of discrete activities going on (depending on the type of document being written):

- Review by subject matter experts
- Testing a procedure / instruction to make sure you / a subject matter expert can follow the steps
- Peer review by a colleague
- Editing and proofing

Q2. In research the question leads to a problem that needs to be solved by the researcher. Clearly explain the parameters within which your proposal must stay.

The elements of a research proposal are highlighted below:

1. Title: It should be concise and descriptive. It must be informative and catchy. An effective title not only pricks the readers' interest, but also predisposes him/her favorably towards the proposal. Often titles are stated in terms of a functional relationship, because such titles clearly indicate the independent and dependent variables.¹ The title may need to be revised after completion of writing of the protocol to reflect more closely the sense of the study.

2. Abstract: It is a brief summary of approximately 300 words. It should include the main research question, the rationale for the study, the hypothesis (if any) and the method. Descriptions of the method may include the design, procedures, the sample and any instruments that will be used.¹ It should stand on its own, and not refer the reader to points in the project description.

3. Introduction: The introduction provides the readers with the background information. Its purpose is to establish a framework for the research, so that readers can understand how it relates to other research. It should answer the question of why the research needs to be done and what will be its relevance. It puts the proposal in context.

4. Objectives: Research objectives are the goals to be achieved by conducting the research. They may be stated as 'general' and 'specific'.

The general objective of the research is what is to be accomplished by the research project, for example, to determine whether or not a new vaccine should be incorporated in a public health program.

The specific objectives relate to the specific research questions the investigator wants to answer through the proposed study and may be presented as primary and secondary objectives, for example, primary: To determine the degree of protection that is attributable to the new vaccine in a study population by comparing the vaccinated and unvaccinated groups.⁵ Secondary: To study the cost-effectiveness of this programme.

5. Variables: During the planning stage, it is necessary to identify the key variables of the study and their method of measurement and unit of measurement must be clearly indicated. Four types of variables are important in research.

6. Hypotheses: If you as a researcher know enough to make prediction concerning what you are studying, then the hypothesis may be formulated. A hypothesis can be defined as a tentative prediction or explanation of the relationship between two or more variables. In other words, the hypothesis translates the problem statement into a precise, unambiguous prediction of expected outcomes. Hypotheses are not meant to be haphazard guesses, but should reflect the depth of knowledge, imagination and experience of the investigator. In the process of formulating the hypotheses, all variables relevant to the study must be identified. For example: "Health education involving active participation by mothers will produce more positive changes in child feeding

than health education based on lectures". Here the independent variable is types of health education and the dependent variable is changes in child feeding.

7. Methodology: The method section is very important because it tells your research Committee how you plan to tackle your research problem. The guiding principle for writing the Methods section is that it should contain sufficient information for the reader to determine whether the methodology is sound. Some even argue that a good proposal should contain sufficient details for another qualified researcher to implement the study.

Q3 Assume that your manager wants to create a Web page/ Facebook page/ YouTube channel. Investigate the situation, and write a report explaining the feasibility of creating and maintain a Web page/Facebook page/ YouTube channel.

A Feasibility Study Report (FSR) is a formally documented output of feasibility study that summarizes results of the analysis and evaluations conducted to review the proposed solution and investigate project alternatives for the purpose of identifying if the project is really feasible, cost-effective and profitable. It describes and supports the most feasible solution applicable to the project.

Steps

1. Write Project Description

At this step, you need to collect background information on your project to write the description. For example, your company needs to increase online sales and promote your products/services on the Web. Then in the first part of your report you could write the next description:

“This project is website development to promote the products/services in Internet and increase online sales through encouraging customers to visit the website and make online bargains.”

2. Describe Possible Solutions

In order to take this step to write a feasibility study report template, you'll need to perform an alternatives analysis and make a description of possible solutions for your project. For example, in your FSR template your e-commerce project might have the following solutions description:

“This project can be undertaken by the implementation of the two possible solutions: 1) Online Shop; 2) Corporate Website. Each of the solutions is carefully analyzed, and necessary information required for making the final decision is available for the management team.”

3. **List Evaluation Criteria**

Now it’s time to set and define evaluation criteria for possible solutions. This step of feasibility study report writing requires you to investigate the solutions and put them against a set of evaluation criteria. For example, you could add the following criteria to your report: “The possible solutions of this project are evaluated and compared by the following criteria: 1) Concept Spec.; 2) Content Audit; 3) Technical Design Spec.; 4) Launch Schedule & Time-frames.”

4. **Propose the Most Feasible Solution**

Once the criteria are used to evaluate the solutions, your next step for writing a feasibility study report is to determine the most economically reasonable and technically feasible solution which lets the company 1) keep to optimal use of project resources and 2) gain the best possible benefit. For example, your report might include:

“After the evaluation of the possible solutions, the most feasible solution for this project is identified and selected, so the project turns to be cost-effective, vital and practical.”

5. **Write Conclusion**

The final step of the feasibility study reporting process requires you to make a conclusion by summarizing the project’s aim and stating the most feasible solution. For example, the conclusion of your FSR might be:

“This project’s purpose is to develop a sophisticated and original design of the website that will contribute to online sales increasing, attract the target customer’s attention, and be cost-effective. The most feasible solution for the project has been chosen and approved and now is ready for further elaboration.”

Q4. The report is generally written for the purpose of solving a problem. There are many different types of reports. Define different types of reports and explain the particular requirements for the Formal report.

Types of reports

Long Report and Short Reports:

These kinds of reports are quite clear, as the name suggests. A two-page report or sometimes referred to as a memorandum is short, and a thirty-page report is absolutely long. But what makes a clear division of short reports or long reports? Well, usually, notice that longer reports are generally written in a formal manner.

Internal and External Reports:

As the name suggests, an internal report stays within a certain organization or group of people. In the case of office settings, internal reports are for within the organization.

We prepare external reports, such as a news report in the newspaper about an incident or the annual reports of companies for distribution outside the organization. We call these as public reports.

Vertical and Lateral Reports:

This is about the hierarchy of the reports' ultimate target. If the report is for your management or for your mentees, it's a vertical report. Whenever a direction of upwards or downwards comes into motion, we call it a vertical report.

Lateral reports, on the other hand, assist in coordination in the organization. A report traveling between units of the same organization level (for example, a report among the administration and finance departments) is lateral.

Periodic Reports:

Periodic reports are sent out on regularly pre-scheduled dates. In most cases, their direction is upward and serves as management control. Some, like annual reports, is not vertical but is a Government mandate to be periodic in nature.

That is why we have annual or quarterly or half-yearly reports. If they are this frequent, it only makes sense to pre-set the structure of these reports and just fill in the data every period. That's exactly what happens in most cases too.

Formal and Informal Reports:

Formal reports are meticulously structured. They focus on objectivity and organization, contain deeper detail, and the writer must write them in a style that eliminates factors like personal pronouns.

Informal reports are usually short messages with free-flowing, casual use of language. We generally describe the internal report/memorandum as an informal report. For example, a report among your peers, or a report for your small group or team, etc.

Informational and Analytical Reports:

Informational reports (attendance reports, annual budget reports, monthly financial reports, and such) carry objective information from one area of an organization to maybe a larger system.

Analytical reports (scientific research, feasibility reports, and employee appraisals) show attempts to solve actual problems. These analytical reports usually require suggestions at the end.

Proposal Reports:

These kinds of reports are like an extension to the analytical/problem-solving reports. A proposal is a document one prepares to describe how one organization can provide a solution to a problem they are facing.

There's usually always a need to prepare a report in a business set-up. The end goal is usually very solution-oriented. We call such kinds of reports as proposal reports.

Functional Reports:

These kinds of reports include marketing reports, financial reports, accounting reports, and a spectrum of other reports that provide a function specifically. By and large, we can include almost all reports in most of these categories. Furthermore, we can include a single report in several kinds of reports.

Formal Report Requirements

Report

- Transmittal Memo
- Bound

Front Matter

- Cover (no page number; includes report title, group members' names, graphic).
- Title Page (report title, submitted to, submitted by, date, brief summary, page number counted, but suppressed).
- Table of Contents (outlines report, page #s match TOC page, indicates heading levels).
- Informative Abstract/Executive Summary – (Most important section. Should be a concise, to-the-point summary of the report's contents— readable, not choppy, numbered as page ii).
- Project Summary.
- List of Illustrations.
- List of Symbols

Body

- Introduction (establishes context, background, purpose, objectives, scope of report, page 1).
- Background, Problem Description, Needs Assessment (some of this information may be included in subsections of the introduction).
- Materials and Methods (discusses the materials and methods used during your experiment, study or project).
- Results and Discussion (explains results, offers appropriate visuals to help communicate findings. Most likely the longest section.).
- Recommendations (makes recommendations based on conclusions, demonstrates how solution meets established criteria).
- Conclusions (summarizes report and effectively ends communication; grows out of information presented in report; informs audience you have achieved your objectives),

Style

- Clear and concise
- Specific details and description
- Effective written communication
- Effective graphics

Q5. It is considered illegal to reproduce someone else's expression of Ideas or information without permission. Define the term which is used for this literary crime and explain how to protect any "Fact" that have been considered the intellectual property of the author.

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