

**Q.P. Code :17098****[Time: Two Hours]****[Marks:40]**

Please check whether you have got the right question paper.

- N.B:
1. Question.No.1 is compulsory.
  2. Attempt Any three out of five questions.

**Q.1 a)** Write a short on objectives of communication. **03**

b) Read each sentence and fill the blank spaces choosing the correct word. **02**

1. You will loose/lose your deposit if you cancel the order.
2. He's a man who's/whose opinion I respect.
3. He is one of the men who does/do the work.
4. I would advice/advise extreme caution.

c) Write short note on Complete block format with its diagrammatic representation. **03**

d) Construct the technical definition of the following. **02**

- 1) Wall Clock
- 2) Soldering

**Q.2 a)** Explain non-verbal communication. **03**

b) List out principles of communication and explain two principles. **02**

c) As the Manager of Sangam Hotel, New Delhi, write a claim letter to the General Manager of Bharat Potteries, 05 Aligarh Road, Bhavanipur, telling him that most of the contents of the china ware which you had ordered from their firm have reached you in a damaged condition. Demand replacement or suitable compensation. Invent necessary details. (Use modified block form)

**Q.3 a)** What is meant by external and internal communication? Explain internal communication. **03**

b) Match the following **02**

A	B
1) Date Line	a) Optional Part
2) Subject Line	b) Reference Number
3) RT/SYV	c) No Ordinals
4) 12/VT/07	d) identification Mark

c) As the sales Director of Fitness Plus Centre, Bangalore, draft a sales letter to Business Professions selling them 05 on your 3 wellness packages: (Use semi Block form)

1. The 3 day Fitness Weekend.
2. The 7 day Total Fitness Programme
3. The individualized corporate well Well-being Programme

**Q.P. Code :17098**

- Q.4** a) Write a short note on Email Etiquettes **03**
- b) Classify the following instructions as Caution, Precaution, Warning, Note **02**
1. Do not expose to the medicine to direct sunlight.
  2. Avoid smoking.
  3. Wear Hand gloves.
  4. Fill in the entries carefully
- c) Write short note on **any two**. **03**
1. Silence
  2. Grapevine
  3. You Attitude
- d) Identify the barrier. **02**
1. The Accounts officer, who always did his calculations manually, could not work on computing machine.
  2. A signboard read, "Fine for Parking"
- Q.5** a) Explain in detail socio-psychological barriers. **03**
- b) Provide one word substitute for the following sentence. **04**
1. A contagious disease which spreads over a huge area.
  2. Borrows ideas and steal others words is called.
- c) Explain characteristics of good instructions. **03**
- Q.6** a) Describe any ONE of the following objects giving definition, diagram, components and working of Smartphone **05**  
or Water Purifier.
- b) Read the following passage carefully and answer the questions given below. **05**
- The word euthanasia is of Greek origin and literally means "a good death." The American Heritage Dictionary defines it as "the act of killing a person painlessly for reasons of mercy," Such killing can be done through active means, such as administering a lethal injection, or by passive means, such as withholding medical care or food and water.
- In recent years in the United States, there have been numerous cases of active euthanasia in the news. They usually involve the deliberate killing of ill or incapacitated persons by relatives or friends who plead that they can no longer bear to see their loved ones suffer. Although such killings are a crime, the perpetrators are often dealt with leniently by our legal system, and the media usually portrays them as compassionate heroes who take personal risks to save another from unbearable suffering. The seeming acceptance of active forms of euthanasia is alarming, but we see a bigger, more insidious threat from passive forms of euthanasia. Every year, in hospitals and nursing homes around the country, there are growing numbers of documented deaths caused by caregivers withholding life sustaining care, including food and water, from vulnerable patients who cannot speak for themselves.

**Q.P. Code :17098**

While it is illegal to kill someone directly, for example with a gun or knife, in many cases the law has put its stamp of approval on causing death by omitting needed care. Further, many states have "living will" laws designed to protect those who withhold treatment, and there have been numerous court rulings which have approved of patients being denied care and even starved and dehydrated to death. Because such deaths occur quietly within the confines of hospitals and nursing homes, they can be kept hidden from the public. Most euthanasia victims are old or very ill, so their deaths might be attributed to a cause other than the denial of care that really killed them. Further, it is often relatives of the patient who request that care be withheld. In one court case, the court held that decisions to withhold life sustaining care may be made not only by close family members but also by a number of third parties, and that such decisions need not be reviewed by the judicial system if there is no disagreement between decision makers and medical staff. The court went so far as to rule that a nursing home may not refuse to participate in the fatal withdrawal of food and water from an incompetent patient!

"Extraordinary" or "heroic" treatment need not be used when the chance for recovery is poor and medical intervention would serve only to prolong the dying process. But to deny customary and reasonable care or to deliberately starve or dehydrate someone because he or she is very old or very ill should not be permitted. Most of the cases coming before the courts do not involve withholding heroic measures from imminently dying people, but rather they seek approval for denying basic care, such as administration of food and water, to people who are not elderly or terminally ill, but who are permanently incapacitated. These people could be expected to live indefinitely, though in an impaired state, if they were given food and water and minimal treatment. No one has the right to judge that another's life is not worth living. The basic right to life should not be abridged because someone decides that someone else's quality of life is too low. If we base the right to life on quality of life standards, there is no logical place to draw the line. To protect vulnerable patients, we must foster more positive attitudes towards people with serious and incapacitating illnesses and conditions. Despite the ravages of their diseases, they are still our fellow human beings and deserve our care and respect. We must also enact positive legislation that will protect vulnerable people from those who consider their lives meaningless or too costly to maintain and who would cause their deaths by withholding life-sustaining care such as food and water.

1. Why author finds starvation and dehydration induced euthanasia is to be "more insidious"?
2. What is mean by word "euthanasia"?
3. When need not be to used "Extraordinary" or "heroic" treatment.
4. What is the best synonym for insidious?
  - A. mischievous B. Treacherous C. Seductive D. Apparent E. cumulative
5. Give suitable title for above passage

-----