

ASSIGNMENT BOOKLET

COMMUNICATION SKILLS COURSE (BSSI-011)

Diploma in Modern Office Practice Programme
(DMOP)

For January 2022 session

For July 2022 session



School of Vocational Education and Training
Indira Gandhi National Open University
Maidan Garhi, New Delhi 110 068

Dear Student,

This booklet contains the assignments for the course **Communication Skills (BSSI 011)** of the DMOP programme. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, your assignment may be rejected and/or your marks may be made null and void. Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the assignment answer sheets received after the due date will be summarily rejected and no communication will be entertained in this regard.

You have to submit/send your assignment answer sheets to the Coordinator/ Programme In-charge of your Study Centre/ Programme Centre, as the case may be so as to reach there on or before the due date. In case there is no Study Centre, assignments to be either scanned & submitted to the Programme Coordinator at SOVET, Block-15 E, (FF), New Academic Building, IGNOU, Maidan Garhi, New Delhi 110 068 or to be emailed at dmopsovet@ignou.ac.in

Instructions for Formatting Your Assignments

On the top of the first page of your Tutor Marked Assignment (TMA) answer sheet, please write the details exactly in the following format:

Enrollment No: _____ Date: _____
Course Code: _____ Course Title: _____
Name: _____ Address & Mobile: _____
Signature: _____

- Please follow the above format strictly to facilitate evaluation and avoid delay
- Use only foolscap size writing paper/A4 size (not of very thin variety) for writing your answers
- Leave 3 cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be scanned and submitted only to the Programme Coordinators. Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/ Programme In-charge of your Study Centre/ Programme Study Centre for your own records.

Wishing you all good luck!

LAST DATE FOR SUBMISSION OF ASSIGNMENT

(Or Dates as notified by the University from time to time, please visit IGNOU website homepage)

FOR JANUARY 2022 SESSION LEARNER ----- 30th SEPTEMBER 2022, for appearing in Dec 2022 TEE

FOR JULY 2022 SESSION LEARNER----- 31st MARCH 2023, for appearing in June 2023

1. Read the passage carefully and then answer the questions that follow:

Ancient India was an advanced knowledge society. Invasions and colonial rule destroyed its institutions and robbed it of its core competence. Its people were systematically degraded to lower levels of existence. By the time the British left, our youth had lowered their aims and were satisfied earning an ordinary livelihood. India is essentially a land of knowledge and it must rediscover itself in this aspect. Once this rediscovery is done, it will not require much struggle to achieve the quality of life, strength and sovereignty of a developed nation.

Knowledge has many forms and is available at many places. It is acquired through education, information, intelligence and experience. It is available in academic institutions, with teachers, in libraries, in research papers, seminar proceedings and in various organizations and workplaces with workers, managers, in drawings, in process sheets and on the shop floors. Knowledge, though closely linked to education, comes equally from learning skills such as those possessed by our artists, craftsmen, hakims, vaidyas, philosophers and saints, as also our housewives. Knowledge plays a very important role in their performance and output too. Our heritage and history, the rituals, epics and traditions that form part of our consciousness are also vast resources of knowledge as are our libraries and universities. There is an abundance of unorthodox, earthy wisdom in our villagers. There are hidden treasures of knowledge in our environment, in the oceans, bio reserves and deserts, in the plant and animal life. Every state in our country has a unique core competence for a knowledge society.

Knowledge has been the prime mover of prosperity and power. The acquisition of knowledge has therefore been the thrust area throughout the world. Additionally, in India, there has been a culture of sharing it, not only through the tradition of gurushishya but also by its spread to neighbouring countries through travelers who came to Nalanda and other universities drawn by their reputation as centers of learning. India is endowed with natural and competitive advantages as also certain distinctive competencies. But these are scattered in isolated pockets and the awareness of these is inadequate. During the last century the world has changed from being an agricultural society, in which manual labour was the critical factor, to an industrial society where the management of technology, capital and labour provide the competitive advantage. In the twenty-first century, a new society is emerging where knowledge is the primary production resource instead of capital and labour. Efficient utilization of this existing knowledge base can create wealth for us in the form of better health, education and other indicators of progress. The ability to create and maintain the knowledge infrastructure, to enhance skills and increase productivity through the exploitation of advances in various fields will be the key factors in deciding the prosperity of this society. Whether a nation qualifies as a knowledge society is judged by how effectively it deals with knowledge creation and knowledge deployment.

The knowledge society has two very important components driven by societal transformation and wealth generation. The societal transformation is in respect of education, healthcare, agriculture and governance. These will lead to employment generation, high productivity and rural prosperity.

- i. Why have the Indian youth “lowered their aims..?” What are they now hankering for? 2
- ii. What are the repositories of ancient knowledge of India? 2
- iii. India has a culture of sharing knowledge; how? 2
- iv. What is the kind of knowledge that India needs to now acquire? Discuss in the light of the passage. 2
- v. Give a title to the passage. Give your reasons for this title. 2
- vi. Pick out the words from the passage which mean the same as following: 5
 - a) lower the quality of (Para – 1)
 - b) a long poem, typically one derived from ancient oral tradition, narrating the deeds and adventures of heroic figures. (Para – 2)
 - c) unusual/unconventional (Para – 2)
 - d) having certain assets (Para – 3)
 - e) a radical change (Para – 4)

2. Pick the correct form of adjectives from those given in the brackets: 5

- i The (tall, taller, tallest) of the two villagers bought the buffalo.
- ii The village headman’s daughter was (pretty, prettier, prettiest) than all the other girls.
- iii Ground floor flats are (cool, cooler, coolest) than the flats on other floors in summer.
- iv The deserts are (hot, hotter, hottest) during day time and (cold, colder, coldest) at night.
- v No one can run as (fast, faster, fastest) as Kareem.

3. Write a short letter / email on any of the following topics: 10

- i Thank an aunt for a birthday present
- ii Congratulate a cousin who has got a job.
- iii Thank a teacher who especially helped you prepare for an examination.
- iv Congratulate a friend who has recently got engaged

4. You have been asked to write a report on flexible working hours for your company. You may write for or against this concept. The first paragraph of the report is given. 15

The report concerns the feasibility of allowing members of staff to start and stop work at the times that suit them best; the obvious provision is, of course, that everyone should still work a total of 40 hours per week, as we do now. The suggestion of flexible working hours was put forward to the directors by certain members of staff, particularly those who have young children at school.

5. Fill in the blanks choosing the most suitable word/s from the choices given: 5

- i. "I am sorry. Mr. Rajnikant is not in at the moment. He a message for you though. (had left, has left)
- ii. Let usa consensus on the issue of allotment of computers to various departments. (create, build)
- iii. You may speak if you have anything significant to report. you may wait for our next meeting. (Otherwise, Therefore, Unless)
- iv. You..... carry your company Identity Card whenever you are on a field visit. (can, may, must)
- v. "Don't worry. The new software..... with a short two-day training. (can be mastered, must be mastered)

6. Fill in the blanks using appropriate prepositions. 10

- i. Thank you _____ your time and effort _____ helping me out.
- ii. Kindly send the following items listed _____ your latest catalogue.
- iii. The customer was asked to choose _____ two payment options.
- iv. I received today one _____ the defective garments we talked _____ a week ago _____ the telephone.
- v. At the board meeting the members fought _____ themselves.
- vi. I am a graduate _____ Delhi University and I have been working _____ a part time basis with an NGO which helps to educate the children living in the streets.

7. Write short notes on the following, giving brief examples: 10

- i. Making an effective portfolio
- ii. Preparing for a face-to-face interview

8. Write a dialogue in about 15 turns (200 words) on the following: 15

You want to be an actor in the TV industry while your parents suggest other options. Give your reasons for being a TV actor along with your parents' objections and suggestion.

9. Explain business etiquettes in Indian context related to any three of the following: 15

- i.) Greetings
- ii.) Dress code
- iii.) Punctuality
- iv.) Body language