

ASSIGNMENT BOOKLET

COMMUNICATION SKILLS COURSE (BSSI-011)

**Diploma in Modern Office Practice Programme
(DMOP)**

For January 2023 session

For July 2023 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 2023 SESSION LEARNER ----- 30th SEPTEMBER 2023, for appearing in Dec 2023 TEE

FOR JULY 2023 SESSION LEARNER----- 31st MARCH 2024, for appearing in June 2024 TEE

Communication Skills (BSSI 011)

Max Marks: 100

Pass Mark: 50%

Weight age in TEE: 30%

Attempt all the questions

1. Read the following passage:

(15)

Health at the workplace

What do you think is the meaning of the words 'Keeping fit in the workplace'? Do you think it refers to our physical health or do you think it has a deeper, broader meaning?

In the true sense it would mean physical, emotional, intellectual and social aspects all synchronized into one whole that radiates positive energy. A healthy workforce means positive energy, enthusiasm, cordiality, and cooperation, all flowing through the employees to create an atmosphere that guarantees productivity of a high standard.

However, in order for a workforce to be healthy, it is necessary that the workplace be healthy too. Creating a healthier workplace is not necessarily easy, but the end results are well worth the effort. Robust workplace health can have several positive results for employers, such as improved productivity, decreased absenteeism, improved retention and recruitment, better employee relations, improved health and hence reduced health benefit costs. Additionally, it could mean improved corporate culture and image, resulting in better quality of potential employees wishing to join the workforce.

For the employee, working in an organization that pays attention to all aspects of employee wellness could mean higher level of commitment, increased enthusiasm at work, recognition of hard work, resulting in better compensation and advancement opportunities, loyalty and a feeling of belonging, and above all, job satisfaction.

Overall, a healthy workforce is a win-win situation for both the employee and the employer. At the same time they are both responsible for creating and maintaining this feeling of wellness. In the listening section we will deal with how the employer and the employees can contribute towards increasing mental and physical fitness at the workplace.

Answer the following questions based on the passage you have just read.

- a. What are the four aspects of fitness mentioned in the reading passage?

- b. What qualities does the passage list as a guarantee for a highly productive workforce?
- c. How does an organization benefit from a happy and healthy workforce?
- d. How does an employee benefit from working in an organization that is concerned about employee wellness?
- e. Write the antonyms for:
 - i. Broader
 - ii. Synchronized
 - iii. Positive

2. Write a summary of the passage and give it an appropriate title. (15)

3. Write a paragraph of 100-150 words on any one of the following topics: (10)

- a) Online Education
- b) The role of media

4. You are the Secretary of the Students Union in your college. Write a report in 250 words of a meeting held to discuss the forthcoming Annual Cultural Program. (20)

5. Fill up the blanks in this passage with the words in the box. The passage tells us who a true entrepreneur is. (10)

runs a business	takes risks	uses money
business deals	makes money	starts a business
takes the initiative		

An entrepreneur is one who first (1)..... For doing this, he (2)..... and consults many experienced people but he is the starting point. A good entrepreneur then (3)..... successfully with the help of his colleagues and in the process he also (4)..... . It is his money that has been invested and it is his plan that is being put into action and so, if there is any problem, he is the one most affected. He (5) to finance his schemes and also takes part in (6)..... to develop his company/ business in collaboration with other companies. In this process, he (7)..... because that is the primary objective of being an entrepreneur

6. Rewrite these Active sentences in the passive form: (10)

- 1. The suppliers will make further modifications to this service to other customers.
- 2. Ordinary office staff can easily operate the systems.

3. You can master the new software easily in a couple of days.
4. Using better trained staff has achieved increased productivity.
5. The department now sends out notices a week earlier.
6. You can achieve better results if you work harder.
7. The customer should receive the delivery by Monday.
8. We will produce the spare parts at our Chennai factory
9. We would reduce costs if we used less paper.
10. The clerk finally found the letter in the almirah.

7. Write a short letter / email on any of the following topics: (10)

- i Thank your aunt for a birthday party you attended
- ii Congratulate a friend who has recently got married

8. Rewrite the following sentences choosing the correct form of the verbs given in the brackets: (10)

1. All the thieves' _____ sent to jail. (Was/were)
2. Neither of them ____ done the work. (Have/has)
3. Mittal and Sons ____ a well-known legal firm. (Is/are)
4. Hard Times ____ written by Charles Dickens. (Were/was)
5. Economics _____ an interesting subject. (Are/is)
6. Five hundred rupees _____ a big amount for him (Is/are)
7. This girl or that boy _____ thrown the stone. (Has/have)
8. Sons and Lovers _____ a famous English novel. (Are/is)
9. Rice and curry _____ easy to cook. (are/is)
10. Fifteen days _____ a very short period.(is/are)