

## Unit - 1

Technology enabled communication.

It includes all the inventions of technology used to communicate such as recording information, writing and sending messages, calculating, gathering and analysing data.

Technology has brought about the following significant changes.

1) Manual writing or traditional typewriting has been replaced by devices capable of producing neater and more eligible documents at a faster pace.

2) The boredom and fatigue caused by clerical work in handling and manipulating data has been considerably diminished.

3) Automation has reduced the incidence of error and ~~fraud~~ fraud, and has led to an increased in output.

4) New devices of storing data have





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## ② FAX (Facsimile - Telegraphy)

It deals with the transmission of typed, written or hand written message, drawings, graphics, pictures or any matter which cannot be sent through telephone or telegraphs. Communication can be made over long distances using public telephone network. It is the speediest system and it takes approx 4 minutes irrespective of the amount of matter.

## ③ e-mail

### ④ Voice mail -

Voice mail is like e-mail except that you send message by speaking into a telephone rather than typing the ~~message~~ words.

### ⑤ Teleconferencing -

Technology now provides facility for discussion with a group of persons. In the internet, you can conduct a meeting, held



led to an ~~une~~ enormous saving in space.

5) Routine office work has become accurate, easy, convenient and cost-effective.

↓ 12 points must.

Technologies:

① computer: The most important machine to enter the office is computer. Computer, through internal and external network, helps in processing of information and handling of correspondence and preparation of document such as reports, proposals, letters, etc. A computer is an electronic machine which can help work with no words, or combination to produce data output.

It has three main parts -

- ① Input
- ② CPU
- ③ output



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group discussing on brief people scattered across the country or around the world.

It has two parts - Audio and Video. You can consult to many experts for their views before making any decision or finalizing plan of action.

6) It is the use of electronic information technology for business transaction such as displaying catalogues, buying and selling goods and services and processing payments.

Benefits -

It has increased the business, minimized time lag b/w transaction and reduced intermediation.

7) Photocopy - The process enables reproduction of an exact copy of an original by the action of light, heat or electrostatic charges.



### ⑧ Printing Machine -

These are used to print large no. of copies, forms, booklets, brochures, etc.

### ⑨ Mobile



Barriers in the process of communication.

Barriers can be ~~from the~~ external and internal they may be from sender side, from receiver or they can be circumstantial barrier.

### ① ~~A~~ Muddled message -

- (a) The sender may be confused.
- (b) Loss of appropriate words.
- (c) Carelessly uses the language.
- ② ~~break~~

### ② Weak delivery of message.

### ③ Improper channel.



④ Language Problem:

- (a) Technical ~~use~~ words.
- (b) Slangs / Jargons
- (c) Confused words / Difficult words
- (d) Can't understand language.

⑤ Listening Barrier

- ① Lack of Interest
- ② Always Attitude
- ③ Monotonous
- ④ Pre-conceived thoughts about speaker
- ⑥ Incorrect Filtering
- ⑦ Varied attitude and different perception
- ⑧ Lack of feedback
- ⑨ Varied Background:
  - (a) Age
  - (b) Education
  - (c) Gender
  - (d) Social Status
  - (e) Economic status
  - (f) Cultural Background
  - (g) Temperament
  - (h) Health



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- (i) Popularity
  - (j) Religion
  - (k) Personal Belief
  - (l) Beauty and

(10) Distracting Environment

- (a) Too many people talking in the room.
- (b) Some siren outside.
- (c) Mobile phone
- (d) Slow internet connection.

(11) Just all attitude:

- Judging the whole only by a small part.

(12) Prejudice / Biasness towards speakers

- You doubt the speakers

(13) Psychological factors:

- (a) closed minds.
- (b) rigid beliefs
- (c) Non-flexible approach towards receiving new ideas.





~~Intro~~

Introduction

Discussion

Conclusion

Recommendation (have been) the )

### # meaning report

The word report is derived from Latin word 'reportare' which means

To bring back. It is a piece of actual writing based on evidences containing organized information on a particular topic.

A report can be the description of an event by a person who witnesses it or to somebody else who was not actually present at the scene. If it can be the description of the conditions that did exist, that do exist or that are likely to exist, it discusses the topic in depth & summarization if needed.



## Types of Report

### Oral reports

- Unigate good news is possible
- do not add to the permanent records of the organization, as the information, as the facts can be denied.
- audiences. needs to be compliant & need quickly as and then this can be presented
- may be & combined irrelevant facts & over look important ones.
- can't be referred to again & again.
- have less professional value

### written reports

- it is not possible to misdeed.
- has permanent record
- while written reports can be added & stored & it can be retrieved
- have high professional value



## H) purpose of written writing

- 1) to present a record of accomplished work (project report)
- 2) to record an experiment (lab report)
- 3) to record research findings or technical specification or report on the details of a new product.
- 4) To document schedule, time table & milestone (long term plan report)
- 5) To document current status (inspection report)
- 6) To record & clarify complex information for future reference (or policy & procedure)
- 7) To present information large no. of people
- 8) To present organised information on a particular topic
- 9) To recommend actions that can be considered in solving certain problems (recommendation reports)



## # essential of report writing

- 1) ~~precision~~ →  
precision - The investigation & analysis & recom-  
-mendation should be directly by their central  
purpose
- 2) ~~journal~~ - Journal details -
- 3) elaborate -
- 4) reader orientation - Key is mind the person  
who is , who is going to read it  
ob
- 5) objectivity of recommendation - recommendation must be  
impartial & objected they should come as  
a logical conclusion to investigation & analysis  
they must not show any self interest on the part of  
writer
- 6) simple & unambiguous language -
- 7) clarity - purpose should be clear, sources  
finding & recommendation clear - format  
should clear



8 Brevity -

9 Special formats

10 illustration - table graph map drawings  
charts . photos .

11 homogeneity - one topic in one report only