

1. Communication Skills

Unit 1: Communication Skills-II

Unsolved Exercise ?

Section A (Objective Type Questions)

- A. 1. iv 2. i 3. iv 4. ii 5. i 6. ii
7. i 8. i 9. ii
- B. 1. Channel 2. decode 3. article 4. Non-verbal 5. physical

Section B (Subjective Type Questions)

- A. 1. **Sender:** Sender selects the desired medium and sends the information.

Encoding: In verbal and visual communication, the message is converted from one system to another system in the form of codes. It is the creation of message in another form.

2.
 - **Inform:** Sharing of facts and information with others.
 - **Influence:** Counselling, negotiating or simply talking to someone to help reduce the stress can make a change in other persons's outlook.
 - **Express Feelings:** Talking and expressing your feelings is considered a healthy way to interact with family and friends.
3. Communication is the process by which two or more people exchange ideas, facts, feelings, information, etc., about any topic.
4. **There are eight parts of speech:** noun, pronoun, verb, adjective, adverb, preposition, conjunction, and interjection.
 - **Noun:** A noun is a name of a person, place, thing or idea. Proper nouns always start with a capital letter, common nouns do not.
 - **Pronoun:** A pronoun is a word used in place of a noun. A pronoun is usually substituted for a specific noun.
 - **Verb:** A verb expresses action. There is a main verb and sometimes one or more helping verbs.
 - **Adjective:** An adjective is a word used to modify or describe a noun or pronoun. It usually answers the question of which one, what kind or how many.

- **Adverb:** An adverb describes or modifies a verb, an adjective or another adverb but never a noun. It usually answers the questions of when, where, how, why, under what conditions or to what degree.
- **Preposition:** A preposition is a word placed before a noun or pronoun to form a phrase modifying another word in the sentence.
- **Conjunction:** A conjunction joins words, phrases or clauses and indicates the relationship between the elements joined. Coordinating conjunctions connect grammatically equal elements: and, but, or, nor, for, so, yet, etc. Subordinating conjunctions connect clauses that are not equal: because, although, while, since, etc.
- **Interjection:** An interjection is a word used to express emotion. It is often followed by an exclamation mark.

5. An article is a word used to modify a noun, which is a person, place, object or idea. Articles are used before nouns to show whether the nouns are general or specific.

'A/an' and 'The' are the three types of English articles.

- | | |
|---------------------|-------------------|
| 6. i. Declarative | ii. Declarative |
| iii. Exclamatory | iv. Interrogative |
| 7. i. Prepositional | ii. Adjective |
| iii. Adverb | iv. Adverb |

- B.** 1. Use of simple language.
2. To be answered by the student.

2. Self-Management

Unit 2: Self-Management Skills-II

Unsolved Exercise ?

Section A (Objective Type Questions)

- A.** 1. iv 2. iii 3. ii 4. ii 5. iv 6. iii
7. iii 8. i
- B.** 1. Self management 2. Mental 3. emotional 4. self-awareness
5. mental

Section B (Subjective Type Questions)

- A.** 1. Self-motivation is defined as the force within you that drives you to do things without any influence. Self-motivation is what pushes us to achieve our goals gradually, feel happy and improve our quality of life. It is our ability to do the things that need to be done. For example, John goes to practice cricket in the morning, comes back and finishes all his work before going to school. No one tells him to do it but he does it on his own.
2. The ABC of stress management is:



- A. **Aware:** Be aware of the adversities or stressful events, so that you know what is causing stress.
 - B. **Beliefs:** Trust the way you handle and deal a situation.
 - C. **Consequences:** Know the outcomes of the events and use stress management tools to overcome or minimise them.
3. Stress management means to plan and cope effectively with daily pressures and mental agony.
 4. Time management is the ability to plan, organise and control how you spend the hours of your day well and do all that you want to do. It is the thinking skill that guides you to complete tasks on time, make a daily timetable and try analysing how long it will take you to do something. Always submit homework and assignments on time, without wasting time during the day.
 5. To be answered by the student.
 6. S – Specific
M – Measurable
A – Achievable
R – Realistic
T – Time bound
 7. The best way to work on long term goals is to make SMART goals.
 8. Ability to work independently means working without any support, interference or supervision. By working independently, work satisfaction increases because here the individual is responsible to tackle the duties and get credit for the success.
 9. The Stress causal agents are:
1. MENTAL, 2. PHYSICAL, 3. SOCIAL, 4. FINANCIAL.
- B.**
1. Some useful stress management techniques can be:
 - i. Physical exercise
 - ii. Yoga
 - iii. Meditation
 - iv. Enjoyment
 - v. Nature Walk
 2. Some self-motivation skills are:
 - i. Do things that make one happy.
 - ii. Do things that earn respect.
 - iii. Identify personal likes and dislikes
 - iv. Focus on goals.

- v. Stay loyal to goals.
- vi. Develop a plan to achieve goals.

3. Information Technology & Communication

Unit 3: ICT Skills-II

Unsolved Exercise ?

Section A (Objective Type Questions)

- A.** 1. i 2. ii 3. i 4. iii 5. iii 6. i
 7. iv 8. ii 9. i 10. i 11. iii 12. ii
- B.** 1. single-user 2. Memory management 3. hardware 4. operating system
 5. Basic Input/Output System

Section B (Subjective Type Questions)

- A.** 1. iii, iv, v, ii, i
2. To create a new file, follow the given steps:
- Step 1:** Right click on the desktop and select **New** option.
- Step 2:** Click on the required file type and type the name of the file that is to be created. Click on **Folder**; a folder named **New Folder** will appear. Type the desired name for the folder.
- Step 3:** Press **Enter** key.
3. A computer file system is an electronic version of physical file system where related information is stored in a single file or folder.
4. **Step 1:** Right click on any file and select Properties. A dialog box will appear and it will display the properties of the file.
- Step 2:** Click on the General tab to view the general properties of the selected file(s)/folder(s) like: type, location, size, date of creation, etc.
5. A boot sector virus gains complete control over the Master Boot Record (MBR). MBR is the first sector of the computer hard drive that stores the information about loading the operating system into the main memory. Boot sector virus replaces the location and information of the operating system in order to stop it from getting loaded into the main memory, resulting into errors during booting. Michelangelo, Polyboot.B, Stones and AntiEXE are some common examples of boot sector virus.
6. Trojan Horses are often used by hackers as they can enter into the database of a computer system under the guise of some entertaining package. The term 'backdoor' is often used for trojan horse. The user interacts with the program and simultaneously the infection takes

place behind the interactive interface. Once a trojan horse has infected a computer system, it becomes easier for a hacker to access it remotely and perform unethical operations and steal important information from the infected computer.

7. As large amount of data is stored on the computer, it is necessary to have regular maintenance.
8.
 - **Installation of Antivirus and Firewall:** There are antivirus software which are used to safeguard or prevent the computer from virus and clean the unwanted programs.
 - **Scanning and Cleaning of Hard Disk:** If a user faces some unusual symptoms while operating a computer, then it must be scanned and cleaned as it may have been infected by a malware.
 - **Update the Antivirus:** If some new virus has developed after the installation of the loaded antivirus, then it may not be recognized by the loaded antivirus and therefore, it may not prevent that virus. In that case, the existing antivirus has to be updated in order to install its latest virus signature and clean new virus.
 - **Use passwords to login to your computer:** Always use passwords that are difficult to guess. This would prevent unauthorised people from accessing your computer.
 - **Encrypt Data:** This is usually done by banks and companies where important customer information is shared and stored. They can encrypt their entire hard disk using encrypting feature in Windows (Bitlocker) forcing users to use a decryption password (or key) before starting the computer, thus preventing unauthorised usage.
9. Spam refers to an unwanted and unsolicited message which is received in the inbox of a person's e-mail account or newsgroups. The one who sends the spam is called a 'spammer'. Generally, spams are sent with an intention to advertise products and services.
10. Some of the ways are:
 - i. Keeping software up-to-date
 - ii. Don't click on suspicious links
 - iii. Use good antivirus software
 - iv. Use firewall
 - v. Do minimum downloads
 - vi. Use pop-up blockersSome popular antivirus are AVG, Norton, Quick Heal, Kaspersky, McAfee, Avast, etc.
11. A disk defragmentation removes all unnecessary information that slows down the computer. It should be done at regular intervals which helps the disc space to be used at an optimal level.

- B.** 1. Basic Input/Output System (BIOS)
2. AVG, Avast, Kaspersky

4. Entrepreneurship

Unit 4: Entrepreneurial Skills-II

Unsolved Exercise ?

Section A (Objective Type Questions)

- A.** 1. iii 2. iii 3. i 4. iii 5. iv 6. i
7. i 8. i 9. iii 10. ii 11. iv
- B.** 1. taxation 2. sole proprietorship 3. capital 4. Society
5. Entrepreneur

Section B (Subjective Type Questions)

- A.** 1. It accelerates the economic growth of the society as it enables wealth creation for the entrepreneur himself and the people who are employed in the enterprise.
It also contributes to the finance sector on a national scale for the government in the form of taxation which is then redistributed in the society for different services of the nation.
Entrepreneurs keep keen eye on the different aspects and opportunities in the society. They identify the needs of people and society and innovatively come up with products or services to cater to their needs.
2. The most important function of an entrepreneur is to create a new idea for product or service. In absence of inception of an idea, rest all functions are fruitless. Idea is the root on which the tree of an enterprise grows. For example, if a person is willing to take risk, has capital arrangements, ability to organise resources, willing to follow legal procedures, has good public relations but no idea of what to do is a wastage of everything else.
3. A misconception refers to a mistaken belief or a wrong idea while reality refers to the state of being actual or real. For example, a person may be under a misconception that his friend cares for him but in reality his friend might not at all be bothered about him.
4. i. Society provides market for the services and products that have been created or are being produced by the entrepreneur.
ii. The society provides raw material to entrepreneurs for production of goods that the society needs.
iii. Society also provides financial support for entrepreneurs.
5. Some disadvantages are:
i. Flexible working hours or no relax time



- ii. Less earnings in the initial years
 - iii. More stress
 - iv. Always on lookout for financial resources
 - v. Future financial instability
 - vi. Government roadblocks
6. Big entrepreneurs play a very crucial role in development of the nation as they help to build and establish huge infrastructures or services like telecom facility, aeroplanes, etc, which wouldn't be possible otherwise.

Most of the successful entrepreneurs are philanthropists. They always contribute to the society for the betterment of people in a community.

7. Tuitions, online classes, freelance writing, virtual assistance, marketing, designing, online selling, homemade products, print-on-demand, animator, blogger, etc.
8. Myths about Entrepreneurship are:

1. The misconception is that every business idea needs to be unique or special.

Each entrepreneur saw customer demand and brought a new idea into their business. A person can take an idea that is already there in the market and do something different with it.

2. The misconception we have is that a person needs a lot of money to start a business.

Every business does not need a lot of capital to start. Depending on how much money you have or can borrow, you can start a business with that much money. Once you make more money, you can put that into your business to make it bigger.

9. Any four roles of Entrepreneurs are:

- i. Coordinating role
- ii. Agent's role
- iii. Innovator's Role
- iv. Risk assumption role

- B. 1&2.** Entrepreneurship is full of risks. But then, there is risk in crossing a busy road also. There is risk all around us. It needs courage to take risk, earn profits and utilise those profits to realise your dreams. In an employment, the dreams are bound by job routine. A person might be getting a good salary but may not have enough time to enjoy it and realise his/her dreams. So, one should not let the chains of insecurity stop oneself to chase his/her dreams and live the life to the fullest.

Unsolved Exercise ?

Section A (Objective Type Questions)

- A. 1. iii 2. iv 3. iv 4. iv 5. iii 6. i
 B. 1. True 2. False 3. True 4. True 5. False

Section B (Subjective Type Questions)

- A. 1. Following are some examples of government initiatives to overcome problems related to sustainable development:
- An environment friendly way for power generation is using solar energy which is unlimited. One of the biggest examples of large scale production of solar power is seen in Charanka Gujarat Solar Park.
 This barren land known for wild vegetation has a mega solar power plant of 600 MW. It has considerably reduced the dependence on non-renewable fossil fuels in Gujarat. It has generated a good source of income of people of Charanka and also will help future generations in the next forty to fifty years.
 - Mr Ashwath Hegde founded an eco-friendly alternative to plastics which were banned by the municipal corporation of Mangalore. He is a known innovator and entrepreneur who made a 100 percent bio-degradable bag which can dissolve in hot water and decompose in natural environment. This innovative idea is now being used in many countries and is of great help towards the environment.
 - Narayana Peesapaty's initiative of edible cutlery made out of a grain is a great innovation. These spoons can be eaten and even can be easily decomposed in the soil enriching it. This was put into use to stop the use of plastic spoons and forks.
- Soil:** Use of land for different purposes has led to reduction of rich and fertile land needed to grow crops such as wheat, rice, etc. Use of chemical fertilisers degrades the quality of soil by depleting soil nutrients.
 - Water:** The rivers and ponds are getting polluted as people dump garbage into them. Thus, fresh water is not safe for drinking and other purposes.
 - Examples of renewable natural resources are sunlight, water, wind, hot springs, fumaroles, etc.
 - Examples of non-renewable natural resources are coal, natural gas, oil, nuclear energy, etc.
- Some important SDGs are:
 - No Poverty:** End poverty in all its forms everywhere. Poverty is more than lack of income or resources. It includes lack of basic services, such as education, hunger, social discrimination and exclusion, and lack of participation in decision making. Its most devastating effects are

on children, to whom it poses a great threat. It affects their education, health, nutrition, and security. It also negatively affects the emotional and spiritual development of children through the environment it creates.

- ii. **Zero Hunger:** End hunger, achieve food security and improved nutrition and promote sustainable agriculture. Globally, 1 in 9 people are undernourished, the vast majority of these people live in developing countries. Poor nutrition causes nearly half (45 per cent) of deaths in children under five – 3.1 million children each year.
 - iii. **Good Health and Well-being:** Ensure healthy lives and promote well-being for all at all ages. Only half of women in developing countries have received the health care they need. An important target is to substantially reduce the number of deaths and illnesses from pollution-related diseases.
 - iv. **Quality Education:** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Major progress has been made for education access, specifically at the primary school level, for both boys and girls. However, access does not always mean quality of education, or completion of primary school. By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes shows the commitment to non-discriminatory education outcomes
 - v. **Gender Equality:** Achieve gender equality and empower all women and girls. Providing women and girls with equal access to education, health care, decent work, and representation in political and economic decision-making processes will fuel sustainable economies and benefit societies and humanity at large.
5. Solar energy is harnessed from the sun using solar panels. It is non-polluting, inexpensive and renewable power source. It has minimized the use of water and coal for generating electricity.

B. Some measures could be:

- i. Educate the vendors about harmful effects of plastics.
- ii. Encourage them to ask people to bring cloth bags.
- iii. Recycle and reuse plastic bags which they can collect.