Class: IX   **Max Marks: 50**
Date: 29-09-2024   **Time: 2 Hours**

SECTION A: OBJECTIVE TYPE QUESTIONS

	Answer all the questions (1 x 24 =24 marks)	
1	b) Maintaining eye contact	**1**
2	True	**1**
3	b. Body Language	**1**
4	(d) Interjections.	**1**
5	d. This is Abdul's house.	**1**
6	b. Bargaining	**1**
7	c. Committed	**1**
8	a. smart	**1**
9	d. Rahul learns from the feedback and makes his project work better.	**1**
10	d. all the above	**1**
11	a. Information Technology enabled Services	**1**
12	c. Both a and b	**1**
13	a. MNCs	**1**
14	c. Information Technology	**1**
15	a. Data	
16.	c. Gross Domestic Product	
17.	b. E commerce	
18.	a. Keyboard	
19.	a. Typing without the use of sense of sight	
20.	a. ASDF and ;LKJ	
21.	a. Right hand thumb	
22	c. It denotes Yellow colour	
23.	b. Keystrokes per minute	
24.	b. Stella Pajunas	

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 7 out of the given 9 questions (2 x 7 = 14 marks)

Answer each question in 20 – 30 words.

Q. 25	Communication Cycle is the process by which a message is sent by one individual and it passes through a chain of recipients. The timings and effectiveness of a communication cycle is based on how long it takes for feedback to be received by the initial sender. The various elements of the communication cycle are: • **Sender:** the person beginning the communication. • **Message:** the information that the sender wants to convey. • **Channel:** the means by which the information is sent. • **Receiver:** the person to whom the message is sent. • **Feedback:** the receiver's acknowledgment and response to the message. **(1 mark for definition .1/2 mark for each elements)**	2
Q. 26	Factors affecting perspectives in communication 1. **Visual perception** : Visual perception is the ability to see and interpret analyse and give meaning to) the visual information that surrounds us 2. **Language**: The different perspectives we experience can be with language as well 3. **Past Experiences** 4. **Prejudices**: Prejudices occur when we take an isolated experience with one type of person and then act as if all encounters in the future with people of the same tupe or with the same characteristics will result in the same experience. 5. **Feelings** :There are actually two ways in which your feelings can influence your communication with another person The first simply refers to the way that you feel on a given day if you feel well, you'll communicate in one way and if you feel ill you'll communicate in another way The second aspect related to feelings refers to how you feel about a specific person 6. **Environment**: The last area of influence on communication is your environment All of us communicate differently in different environments Do you speak to our teachers the same way that you do to your friends? Do you talk to strangers with more or less formality than people you know well? **(write any two . 1 mark for each)**	2
Q. 27	**Self-belief** Thomas Edison made thousands of prototypes of the incandescent light bulb, before he could finally invent the bulb. Inspite of struggling with repeated failures, his resilience and belief in self gave the world one of the most amazing product, i.e., bulb. **Hard Work** Dipa Karmakar, despite having a flat foot at the age of six worked hard to become the first Indian female gymnast ever to compete in the Olympics. **Positive Attitude** Positive attitude is nothing but focusing on the positives even in the time of adversity. For example, the situation of losing a game can be perceived as losing something or as an opportunity to review the game strategies and improve to win in the future. **Commitment** Mahatma Gandhi, the leader of Indian Independence Movement, was highly committed to the cause of making India free from the British Raj. He employed non-violent civil disobedience to get India independence.	2

Q. 28	Interests are the things that we enjoy doing. Interests may include: · Activities you like to do at school and in your free time that make you happy. · Activities you are curious about or would do even if no one asked you to do it. · Activities you want to learn or would like to do in the future. Ability, on the other hand, is an acquired or natural capacity that enables an individual to perform a particular job or task with considerable proficiency. Sometimes interests may not match abilities. In those cases, you can either improve your abilities or follow some other path. For example, you may like cricket (*interest*), but you may not be able to play due to the necessary power or skill (ability) required to play the game. In that case, it is not necessary to try to become a cricketer! **(1 mark for the difference, 1 mark for the example)**	**2**
Q. 29	Information Technology that enables the business by improving the quality of service is Information Technology enabled Services (ITeS). ITeS is defined as outsourcing of processes that can be enabled with information technology and covers diverse areas like finance, HR, administration, health care, telecommunication, manufacturing, etc. Services in call centers, payrolls, logistics management, revenue claims processing, medical billing, coding, medical transcription, legal databases, back office operations, content development, GIS (geographical information system), web services and Human Resource (HR) services, etc. **(1 mark for definition, ½ mark for each services-write any two)**	**2**
Q. 30	BPO Service Industry is doing exceptionally well in India because of the following advantages: (a) BPO service providers in India invest in hi-tech hardware and software to deliver the best of services. They follow quality checks to ensure error free and exceptional service. (b) Government of India is encouraging the BPO Industry in India by providing necessary infrastructure and logistical support. (c) BPO Industry in India is highly developed and capable of delivering numerous types of BPO services in exceptional quality. **(Write any two. 1 mark for each)**	**2**
Q. 31	**Numeric Keypad:** 1. It is normally located on the righthand side of computer keyboard. 2. Numeric keypad may also work on dual mode. 3. On one mode, it represents numbers and on the other mode, it contains various keys like arrow keys, page up, page down, etc. 4. NumLock is provided to switch between the two modes. Usually, some of the keyboards of laptops do not have a numeric keypad. **(1/2 mark for each point)**	
Q. 32	**Guide Keys:** 1. On a computer keyboard, keys 'F' and 'J' are called guide keys for left and right hand, respectively. 2. Both contain a small raised tangible mark with the help of which the touch typist can place the fingers correctly on the home keys. **(1 mark for each point)**	
Q. 33	**a. Scroll**: Many applications provide scrollbars on right side of screen if the page length is more than the monitor/screen length. Instead of using page down key or arrow keys, one can use scroll key of a mouse to scroll up or down. If the scroll key is not available, one can click on the scroll bar on the application screen with the let button of the mouse. Use the scroll wheel on the mouse to move the page on the screen up or down.	

| | **b. Blocking**: Blocking is another way of selecting text. It is used to select text that needs to be edited or formatted. Click at the beginning of the word or sentence and hold down the left button, then drag along the text and see it being highlighted in black. At the end of the text or sentence release the left button.

(1 mark for each mouse operations) | |

Answer any 2 out of the given 3 questions in 50– 80 words each (4x 2 = 8 marks)

Q. 34	The organisations within the IT-BPM industry are categorised along the following parameters: • Sector the organisation is serving • Type as well as range of offering the organisation provides • Geographic spread of operations • Revenues and size of operations Based on the above parameters the types of organizations are: **Multinational Companies (MNCs):** MNCs have their headquarters outside India but operate in multiple locations worldwide including those in India. They cater to external clients (both domestic and/or global). **Indian Service Providers (ISPs):** ISPs started with their operations in India. Most of these organisations have their headquarters in India while having offices in many international locations. While most have a client base, which is global as well as domestic, there are some that have focussed on serving only the Indian clients. **Global In-house Centers (GIC):** GIC organisations cater to the needs of their parent company only and do not serve external clients **(1 mark for the parameters. 1 mark for the definitions of each organizations.)**	4
Q. 35	**IT in home computing:** A personal computer (PC) is used to work at home, to do household accounts, play games, surf the web, use e-mail, create music, and pursue a range of other hobbies. A PC with a CD-ROM drive, sound card, and speakers can play audio CD. A computer can be used from home to study a wide range of online training courses,online shopping and e-commerce. **IT in everyday life**: We use washing machines, microwave oven and many other products using which have embedded software. We can store all the information about our important work, appointments schedules and list of contacts in a computer. Computer is, therefore, playing a very important role in our lives and now we cannot imagine the world without computers. **IT in library**: In computerized libraries each book has a barcode associated with it. This makes it easier for the library to a keep track of books and the availability of a specific book. Computer software is used to issue and return the book. Each book in the library has a magnetic strip attached to it that is deactivated before the book can be borrowed. **IT at workplace**: In the office environment, computers and computer applications are used to perform office work more effectively. In assembly-line industries, where attention to detail, speed and efficiency are important, automation is becoming more and more common. Internet and Office applications form the basis of modern business**.** **(1 mark for each application)**	4
Q. 36	Typing ergonomics provides the logistic support for efficient and effective typewriting. They are important to attain and maintain accuracy and speed. **Sitting posture** ▶ While operating the computer keyboard, sit straight, slightly bending your neck	4

forward. Check your comfort and sitting position of body. Touch the lower portion of your back to the lower portion of the back rest of the chair. Touch both the feet to the floor

Position of hands

▶ Put your forearms at level with the keyboard and palms down. Keep your wrists straight and hang your elbows naturally.

▶ Don't touch the elbows to the body nor be too far away from the body.

▶ Bend at about a 90 degree angle

Monitor placement

➢ Do not bend your neck while working on the monitor and keep the upper border of screen at eye level.

➢ The distance of screen from the user depends on the size of the screen. Keep an approximate distance of about 60–65 cms for 17 inches screen.

(1 Mark for role of typing ergonomics. 3 Marks for each explanations)

| Q. 37	Allocation of keys to fingers on the first row (bottom row)
	➢ Keys Z, X, C, V, B, N, M, Comma, Full Stop and '/' sign are located on this row.

Allocation of keys on bottom row is depicted below:

LF	RF	MF	IF	IF
–	Z	X	C	V

IF	IF	MF	RF	LF
B	N	M	,(Comma)	.(Fullstop)

Allocation of keys to fingers on the second row (home row)

▶ Place four fingers of each hand on Home Keys. The remaining two keys 'g' and 'h' on the second row are operated by the forefingers (Index Finger) of left and right hand, respectively.

Fig. 2.9: Positioning of fingers on the Home row
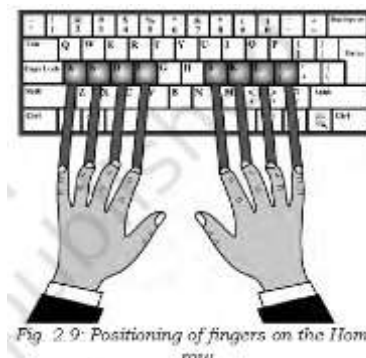
Q. 38	**Net KPM the KPM without keystrokes with errors**
	Net KPM = KPM - (Keystrokes with errors /Time spent in minutes)
	Accuracy in the words, percent
	Accuracy = (100% - Words with errors * 100%) / Total number of words
	Errors in the words, percent
	Errors % = Words with errors * 100% / Total number of words
	Slowdown in the words, percent
	Slowdown % = Words with delay * 100% / Total number of words

*****************BEST WISHES*****************