

Practice Test Answers-Class IX

Unit 1: Communication Skills - I

Q1. What is communication cycle?

Ans. The communication cycle is the entire process of communication in which the message is originated and sent to the right person through a proper medium. The person who receives the message, interprets the message and responds to it. The response or feedback received from the recipient opens the way to further communication between both the parties.

Q2. What do you understand by diagonal communication?

Ans. Diagonal communication refers to the communication that takes place among individuals in different departments and at the different levels of organisational hierarchy. It takes place under particular circumstances. For example, a diagonal communication takes place when the head of a department at one branch of a bank communicates with a cashier of the other branch of the same bank.

Q3. Define the elements of the communication cycle.

Ans. The elements of the communication cycle are as follows:

- **Sender:** Refers to a party or agent who sends the intended message to another party or agent. Sender is also referred as a source in the process of communication.
- **Ideas or Message:** Refers to the subject matter that the sender wishes to convey to the receiver. It may be an opinion, attitude, feeling, view, order, or suggestion.
- **Encoding:** Refers to a process that puts the thoughts in a framework of symbols or words.
- **Communication Channel:** Refers to the channel responsible for the delivery of the message. For example post office, internet, and radio.
- **Receiver:** Refers to a party or agent who receives the sent message. The receiver is also called the audience or destination.
- **Decoding:** Refers to the process of deciphering the received message and understanding its intended meaning.
- **Feedback:** Refers to the response of the receiver to the message of the sender. This part of the communication cycle establishes a two-way communication between the receiver and the sender. It can be an acknowledgment of receiving the message or reply to the message.

Q4. Define any two principles of effective business communication.

Ans. The two principles of effective business communication are as follows:

- **Clarity:** It requires that a simple language should be used in communication. Moreover, the communication should be clear enough so that the receiver can easily understand the message of the sender. Conveying clear information enables the receiver to read the mind of the sender. One should keep in mind the following points to convey a clear message:
- **Completeness:** It implies that communication should contain all the information necessary to get the desirable response from the sender. On the other hand, the sender should answer all the questions asked by the receiver and pay attention to all minute details. This leads to effective communication, which results in the accomplishment of predefined goals. If the communication is not complete, it can result into misinterpretation of information by the sender or receiver. The following points should be taken into consideration, while checking for the completeness of communication:

Q5. What do you understand by personal barriers?

Ans. Personal barriers comprise factors, such as attitude toward superiors, colleagues and other employees working in the organisation. Some other personal barriers to the process of communication are as follows:

- Attitude is one major problem in the communication process. If the superior carries an attitude that is unfavourable, the flow of information gets hindered.

- Lack of confidence in subordinates or overconfidence in superiors also, as discussed above, is a major personal barrier. 'The boss is always right,' is a very famous line and explains the extent of being a major barrier.
- Lack of motivation, lack of incentives and a negative environment in an organisation also build a barrier in the flow of information.

Q6. What do you mean by SWOT analysis?

Ans. Organisations use SWOT analysis to identify communication barriers and remove them. The term SWOT stands for:

- S → Strengths
- W → Weaknesses
- O → Opportunities
- T → Threats

Organisations use the SWOT analysis to identify the strengths and weaknesses of their communication network, be it formal or informal and exploit the opportunities to overcome the threats of today's globalised era of cut-throat competition.

Q7. Differentiate between formal communication and informal communication.

Ans. **Formal communication:** It ensures that communication should occur in a formal format or pattern that is acceptable in an organisation. It can also be called business communication or corporate communication. It involves the use of meetings, conferences, corporate letters and written memos within the organisation.

Informal communication: It includes a free and uninhibited communication between two agents, parties or people who share a rapport with each other. Such communication needs two people who have same wavelengths or common interests. Thus, it involves communication between friends and family members.

Q8. Define visual perception in communication.

Ans. Visual perception can be defined as the ability to see, organise and interpret one's environment. Depending on their preconceived notions, social status, etc., different people may view and interpret the same thing in different ways.

Q9. Define verb and its types.

Ans. A verb is a word that tells about the action or affirms something about a person or a thing. It is the most important part of a sentence. Consider the following examples:

- Sachin plays football.
- He eats mango.

In the preceding examples, the words 'plays' and 'eats' are verbs as they show the action. Note that verb has an important relation with time. It is through the verb used in a sentence that you can understand something has already happened, is happening now or will happen in future. Verb may be of two types, namely, transitive verb and intransitive verb.

Transitive verb: A transitive verb refers to an action that transfers from a doer or a subject to an object. It has two characteristics, namely, an action verb and a direct object.

For example:

- Saurav hits the ball.
- The boy broke the plate.

Intransitive verb: An intransitive verb refers to an action that does not transfer from a doer or a subject to an object. It does not take any direct object in the sentence. Consider the following

Examples:

- The boy laughs loudly.
- The lion killed cruelly.

Q10. What do you understand by articles?

Ans. Articles are of two types—definite and indefinite. Let us first see the logic behind the usage of the articles, 'a/an' and 'the'.

'The' is the definite article, and is used to specify a specific or particular thing, such as The Jammu Tawi express, The Moon, etc. For example, Promila wants to wear the blue saree, which she had bought from Lucknow, in the wedding of her sister. In this case, Promila wants to wear a particular saree, and not any saree, in the wedding, so the definite article 'the' will be used.

'A/An' are indefinite articles, and are used to refer to non-specific or non-particular nouns, such as A cat, A train, An egg, etc. For example, Tushar wants to buy a motorbike. Here, it can be any motorbike, so we should use the indefinite article 'a'.

Unit 2: Self-Management Skills - I

Q1. What is self-management?

Ans. Self-management refers to a process of organising the resources and directing the efforts for the successful accomplishment of the individual goals and objectives.

Q2. Write the significance of positive thinking in building self-confidence.

Ans. **Positive thinking:** Positive thinking can be defined as the positive attitude in which you hope for appropriate and beneficial results. It also helps to enhance your self-confidence because low self-confidence constantly brings you down and fills your mind with negative thoughts. Self-confident people have a positive approach and thought process that help them take the problems of life in a positive way and with confidence.

Q3. Define self-awareness.

Ans. Individuals with self-awareness have an ability to observe themselves from an objective viewpoint. It is individual's ability to recognise and understand his/her strengths, weaknesses, emotions and limitations in order to enhance the credibility and leadership quality.

Q4. Differentiate between physical factor and cultural factor in self-confidence.

Ans. **Physical factor:** It refers to the physical health, personality and appearance that help an individual look more confident. It also helps improve his attitude and self-esteem. Exercise is one of the important parts of self-confidence that helps him feel better, become more productive and develop a positive attitude physically as well as mentally.

Cultural factor: It helps an individual build up his confidence level, self-image, and self-respect. It can also be the reason for his low self-confidence level and low self-esteem. It is the main contributor of low self-confidence. An individual can be pressurized, to live in a certain way, dress in a certain manner and have a certain kind of work and function accordingly.

Q5. Write two tips to build up the self-confidence level.

Ans. The two tips to build up the self-confidence level are as follows:

1. **Negative thinking:** Negative thinking is one of the most important reasons of low self-confidence that is created in one's mind. Sometimes, you have personal and emotional issues which you do not share with anyone and it gradually converts into negative thoughts. So, talking to and sharing feelings with people and family members help us get rid of negative thoughts.

2. **Positive thinking:** Positive thinking can be defined as the positive attitude in which you hope for appropriate and beneficial results. It also helps to enhance your self-confidence because low self-confidence constantly brings you down and fills your mind with negative thoughts. Self-confident people have a positive approach and thought process that help them take the problems of life in a positive way and with confidence.

Q6. Write the significance of staying happy with small things in building self-confidence.

Ans. Self-confidence actually lies in small things that help you stay happy. There are several small things that make you more confident and have great self-worth, such as dressing, dancing, smiling, running, meditating, reading and going out.

Q7. What do you understand by responsible attitude in self-management skills?

Ans. It is associated with showing acceptable behaviour in personal and professional lives as well in the society. It helps the individual to recognise his main objectives of life and develop the responsibility, to learn and improve skills to achieve objectives and to understand the responsibility of his own action.

Q8. Differentiate between social factor and cultural factor in self-confidence.

Ans. **Social factor:** It is a feeling of affection, belongingness, acceptance and friendship in the society and family. Self-confidence rises when you feel accepted in their personal and professional lives by the people and it falls when you feel rejected. Social experiences play the most important and vital role in someone's life in order to achieve self-confidence. It involves interactions among the individuals, to coordinate activities for the accomplishment of individual goals and objectives.

Physical factor: It refers to the physical health, personality and appearance that help one look more confident. It also helps to improve attitude and self-esteem. For example, if someone does regular physical exercise, which is one of the important aspect of self-confidence, then he/she feels energetic, and become more productive with a positive attitude.

Q9. Write positive results of self-management.

Ans. The positive results of self-management are as follows:

- **Positivity:** Self-managed individuals always keep their eyes on the goals and do something on a daily basis to achieve those goals. They take every problem of their personal and professional lives positively and try to find out the solution with lots of enthusiasm and confidence.
- **Self-awareness:** Individuals with self-awareness have an ability to observe themselves from an objective viewpoint. It is individual's ability to recognise and understand his/her strengths, weaknesses, emotions and limitations in order to enhance the credibility and leadership qualities.
- **Stress management:** It is a skill of controlling and managing an individual's level of stress and making the activities of life more organised. It can be carried out using various methods like meditation, self-talk and regular exercise to develop the ability to resist stress.
- **Responsible attitude:** It is associated with showing acceptable behaviour in personal and professional lives as well in the society. It helps the individual to recognise his main objectives of life and develop the responsibility, to learn and improve skills to achieve the objectives, and to understand the responsibility of his own action.

Q10. What do you understand by physical awareness in self-management?

Ans. Physical awareness helps an individual to increase his level of physical activity in order to improve his physical health, to make him more productive and to boost the power of the body and mind. It boosts the individual's level of self-confidence physically because it works on mental as well as physical health of an individual. It enables him to face challenging and difficult situations by developing conscious physical awareness. It helps him focus more attention on doing what he is good at and also enhances the overall sense of self-confidence.

Unit 3: Basic ICT Skills - I

Q1. What is an input device?

Ans. A device that lets you enter data or instructions in a computer is known as an input device. For example, you enter text in a document using a keyboard.

Q2. What is an output device?

Ans. An output device is an electronic equipment that is connected to a computer and is used to communicate results of the processed data to the user. Monitor is one of the most common output devices.

Q3. What are storage devices in a computer?

Ans. Devices that are used to store data are known as storage devices. For example, hard disk and CD are the most commonly used storage devices.

Q4. Discuss any three storage devices used in computer.

Ans. The three storage devices in a computer are as follows:

- **Floppy disk:** The floppy disk is the oldest type of secondary storage device that is used to transfer data between computers as well as store data and information. It is made up of a flexible substance called Mylar which consists of a magnetic surface that allows data storage. The structure of floppy disk is divided into track and sectors. A track of a floppy disk consists of concentric circles, which are further divided into smaller sections called sectors. The data is stored in these sectors. The maximum storage capacity of a floppy disk is 1.44 MB.
- **Hard disk:** The hard disk is known as the data centre of the PC. It is used to store all programs and data. It is the most important storage type, among various types of secondary storage devices such as CD, DVD and Pen Drive, used in a PC. It differs from other storage devices on three counts – size, speed and performance. The advantages of using a hard disk are:
 - Large storage capacity
 - Retrieving and storing speed of data is faster than floppy disk
 - You can upgrade your hard disk if required

Q5. What are the benefits of ICT in education?

Ans. The following are the benefits of ICT in education:

- The use of computers in the education domain has simplified the learning of students.
- By using ICT, teachers of primary and secondary schools have made the learning of students interactive and enjoyable.
- Generally, students find images and pictorial representations of concepts more interesting as compared to theoretical knowledge. Therefore, teachers explain complex topics in a simplified manner by using images, videos and simulations.
- The use of ICT in education has brought a positive impact on the success of students from various perspectives, such as knowledge, comprehension, practical and presentation skills.

Q6. Write the steps of renaming a folder.

Ans. The steps of renaming a folder are as follows:

Renaming a file or a folder means changing the existing name of the file or folder. Perform the following steps, to rename the files or folders in your computer:

1. Navigate to the location where the file or folder is present in your computer system.
2. Select the file or folder you want to rename.

3. Right-click the file or folder you want to rename. A context menu appears.
4. Select the **Rename** option from the context menu. The current name of the file or folder gets changed into an editable mode.
5. Enter the name of the file or folder and press the Enter key. The file or folder gets renamed.

Q7. Discuss the relation between websites and Web pages.

Ans. When you search for any information on the Internet, the information is displayed as a list of websites through your Web browser. You can click any of the websites to access the relevant information displayed in the form of Web pages. A web page is, therefore, a hypertext document that contains the information. It may contain hyperlinks that you can click to navigate to another section on the same web page or a different web page. A website is a collection of the related web pages linked to each other by hyperlinks. These web pages are stored in a computer, which is called a server. A server is a computer that serves or attends to the requests of the other computers. You can access a website from your computer by typing its address in the address bar of the web browser.

Q8. What is the difference between a scanner and a printer?

Ans. Scanner: It is an input device that scans images, printed text, or an object and converts it into a digital image. Instead of making a duplicate copy on a paper, the scanner stores the digital image in the computer memory. Scanners can be used for storing photographs and important documents in their original form. They may also be used to take in enormous text material that otherwise would be very tedious to type manually.

Printer: It is an output device that prints the data processed by a computer. After creating a document on a computer, you can send the document to the printer for printing. The printer generates a hard copy of the document, known as printout. It can print documents in colour as well as in black and white. The speed of a printer is normally rated either by pages per minute (ppm) or by characters per second (cps).

Q9. What is the purpose of using a web camera and a microphone in a computer?

Ans. Web camera: Nowadays, the computer users are interested in video chatting with friend/relative or videoconferencing with the colleague. For this, it is required to capture the live video of the two users (parties) that are involved in the communication. Therefore, a device is required to capture images and feed them to a computer on the network in the real time.

Microphone: A microphone is an input device that records voice or sound and transforms the recorded voice into digital data so that a user can play back or edit the digitised voice as required.

Q10. What is compact disc? Explain its different types.

Ans. A compact disc, also known as CD, is an optical media that is used to store digital data. It is cheaper than other storage devices, such as hard disk or RAM. It was developed to store and playback sound recordings. However, later on, it came to be used as a data storage mechanism. CDs are categorised into the following types:

- **CD-ROM (Compact Disc-Read Only Memory):** A CD-ROM is an optical disc that is primarily used to store data in the form of text, images, audios and videos. The data available on such discs can only be read by using a drive, known as CD-ROM drive. The maximum storage capacity of a CD-ROM disc is 700 MB of data.
- **CD-R (Compact Disc-Recordable):** A CD-R has the ability to create CDs, but it can write data on the discs only once. The data once stored in these discs cannot be erased. The CD-R technology is sometimes called the Write Once-Read Many (WORM) technology.
- **CD-RW (Compact Disc-Rewritable):** CD-RW (sometimes called Compact Disc-Erasable) is used to write data multiple times on a disc. These types of discs are good for data backup, data archiving, or data distribution on CDs.

Unit 4: Entrepreneurial Skills - I

Q1. Who are imitative entrepreneurs?

Ans. Imitative entrepreneurs are those entrepreneurs who imitate approaches and technologies innovated by others to begin their own business.

Q2. What do you understand by hybrid business?

Ans. In this type of business, companies are involved in more than one type of business. For example, consider an example of a restaurant that makes a fine meal by using the raw materials and also involves in selling wine to customers. In addition to this, it also involves in fulfilling customers' orders. Companies involved in hybrid business are classified as per their major interest in business. Therefore, restaurants are regarded as service business as they majorly offer dining services to customers.

Q3. What is community business? What are its key features?

Ans. A community business is set up by the communities facing challenges together, in developing the business. Some examples of community business are shops, call centres, farms, etc. Some key features of a community business are as follows:

- **Locally rooted:** The community business is rooted in a specific geographical location and works for its betterment.
- **Trading for the benefit of the local community:** The community business is set up with the intention of sharing profit among the communities involved in trading.
- **Accountable to the local community:** The community business is strictly accountable for the benefit of the local people.
- **Broad community impact:** The community business benefits and impacts the overall local community.

Q4. What are the roles of entrepreneurship?

Ans. The roles of entrepreneurship are as follows:

- It increases productivity through technical and other innovative approaches.
- It creates employment opportunities by forming new enterprises.
- It aids the transfer of technology.
- It plays a strategic role in commercialising new products and inventions.
- It aids the effective utilisation of resources.
- It enhances the living standards of people.
- It helps in transforming the economy.

Q5. Enlist the six steps involved in an entrepreneurial process.

Ans. The six steps involved in an entrepreneurial process are:

1. Deciding to become an entrepreneur
2. Identifying and evaluating the opportunities
3. Developing a business plan
4. Determining the required resources
5. Converting the idea to an enterprise
6. Managing and growing the enterprise

Q6. Discuss the characteristics of entrepreneurship.

Ans. The development of entrepreneurship needs proper attention and supervision by the entrepreneur. Some distinguished characteristics of an entrepreneurship are as follows:

1. **Economic and dynamic activity:** It is not wrong to say that entrepreneurship is an economic activity as it emphasises on the development and operation of an enterprise with the intention of value or wealth creation by making sure the optimum utilisation of the resources present in limited amount. This value creation activity is performed in the middle of an unreliable business environment. Therefore, entrepreneurship is also known as a dynamic activity.
2. **Related to innovation:** In entrepreneurship, an entrepreneur always remains in search of new ideas. He keeps on evaluating the present modes of his enterprise operations and tries to implement more efficient and effective systems to remain competitive. In other words, continuous efforts are made in entrepreneurship for optimising performance in organisations.

Q7. Describe the rewards of entrepreneurship.

Ans. Some rewards or advantages of being an entrepreneur are as follows:

- An entrepreneur is his own boss. Therefore, being a boss, you remain involved in the activities from the beginning of the project till its end. It gives huge self-satisfaction as you have taken all the decisions throughout the project.
- An entrepreneur does not have a stipulated income and his salary is dependent on the performance of the enterprise. The more he works hard for his enterprise, the more will be the profits.
- An entrepreneur can experiment with the new ideas to deal with the advancement in the society.
- An entrepreneur is the owner of an enterprise. Hence, he has to deal with all the risks and uncertainties in his business. He can take his own decisions to deal with the risks and uncertainties. Ultimately, an entrepreneur becomes a good decision-maker.

Q8. Discuss any three functions of an entrepreneur.

Ans. The three functions of an entrepreneur are:

- **Idea generation:** It implies that an entrepreneur identifies the business opportunities, chooses the most appropriate business opportunity and transforms that opportunity/idea into a successful business venture.
- **Promotion:** It indicates that the activities of an entrepreneur are not limited to establishing an enterprise. It also involves promoting the enterprise, attracting the investors, expanding the existing enterprise and merging two or more enterprises. As a part of promotional activities, an entrepreneur conducts feasibility studies, decides to create the organisation, gathers the required resources, such as capital and human resource, and finally shapes up the enterprise.
- **Risk and uncertainty bearing:** It points to the fact that an entrepreneur requires to take risks in forming a new enterprise and be aware of any losses due to adverse conditions. The entrepreneur tries to perform new activities and adopt innovative approaches of production.

Q9. Classify entrepreneurs on the basis of the nature of business.

Ans. Entrepreneurs on the basis of the nature of business are as follows:

- **Manufacturing entrepreneurs:** These are the entrepreneurs who manufacture goods, mobilise resources and supplies, to sell those goods. The goods manufactured by these entrepreneurs can be apparel and textile products, electronic items, industrial machinery and tools.
- **Service entrepreneurs:** These are the entrepreneurs who are involved in manufacturing and rendering services rather than goods; for example, software installation services, plumbing, painting and infrastructure renovation.

- **Trading entrepreneurs:** These are the entrepreneurs who carry out the trading activities only. They are involved in marketing products either at domestic or international level or both.
- **Private entrepreneurs:** These are the entrepreneurs who establish and operate private enterprises without any government control. They work for personal interests.

Q10. Explain any five personality traits of the entrepreneurs.

Ans. The five personality traits of the entrepreneurs are:

- **Advisors:** These are the entrepreneurs who offer a great degree of advice and help to the customers. For example, they may include lawyers, accountants and financial advisors.
- **Administrators or organisers:** These are the entrepreneurs who manage different events and processes. For instance, managers, wedding planners, accountants and data operators.
- **Builders or creators:** These are the entrepreneurs who are involved in building or creative works. They establish their businesses on the basis of their talents and creativity. For example, web designers, artists, carpenters and bakers.
- **Communicators or trainers:** These are the entrepreneurs who offer information services. For instance, those individuals who can convey messages or communicate in different languages can start a business in sales, marketing, writing or training in various languages.
- **Caretakers:** These are the entrepreneurs who have an extremely helpful nature and indulge in taking care of the people and property. For example, security guards and escorts.

Unit 5: Green Skills - I

Q1. Write the effect of human activities in the social and environmental relationship.

Ans. Human activities are deeply affected by extremely hot or cold weather. Moderate temperature is always considered as the best condition to evoke a human activity.

Q2. Define green skills.

Ans. Green skills can be defined as the skills, abilities, knowledge and attitudes that are needed in the manpower to support economic, social and environmental outcomes in the business industry.

Q3. Write the five ways to conserve natural resources.

Ans. The five ways to conserve natural resources are:

1. Tree plantation to prevent soil erosion
2. Use of solar energy, wind energy and other alternative sources
3. Rainwater harvesting
4. Use of bio-fuels
5. Recycling of wastes

Q4. Define green economy.

Ans. Green economy can be defined as a sustainable economy that improves the human well-being and social equity and also supports the environment and ecological system. It is about filling the gap between sustainable development and unbalanced resources, such as water, air, soil, etc. It is the thought of an alternative vision for growth and development. It helps in sustaining and advancing economic, environmental and social well-being.

Q5. Write the effect of economic prosperity in the social and environmental relationship.

Ans. The geographical condition of a country is deeply related with the economic prosperity of the region. Sufficient natural resources are necessary for the economic growth of a country. The production in a certain region depends upon the raw materials available in that region.

Q6. What do you understand by natural resource conservation?

Ans. The protection, preservation, restoration and rational use of all the natural resources in the total environment, are collectively called natural resource conservation. It refers to the conservation of land, water, soil, plants and animals. It focusses on how it affects the quality of life. Natural resources help human beings in their survival and act as the sole provider of our fundamental needs, which include food, clothing and shelter.

Q7. Explain an ecosystem and factors causing imbalance in an ecosystem.

Ans. An ecosystem can be defined as the community of the living organisms with respect to their physical environment. It can be of different sizes with hundreds of different living organisms, such as plants and animals in a fragile balance. In other words, it refers to the network of interactions between the living things and their environment. It consists of the living organisms that reciprocally take advantages and benefits from each other. The factors causing imbalance in the ecosystem are as follows:

- **Pollution:** It is one of the main reasons behind the ecosystem imbalance. It leads to an unhealthy environment that badly influences the life of the human beings. The main types of pollution are water pollution, air pollution, land pollution, noise pollution, etc.
- **Global warming:** It continues to play a significant role to imbalance the ecosystem. It increases the temperature of the earth and also causes the climatic changes.
- **Degradation of land and soil erosion:** It plays a vital role in the destruction of the ecosystem. As the population of human beings is increasing, the need for land is also increasing to fulfill the requirements for development, such as roads, buildings, etc.

Q8. Explain the natural resource conservation.

Ans. The protection, preservation, restoration and rational use of all the natural resources in the total environment, are collectively called natural resource conservation. It refers to the conservation of land, water, soil, plants and animals. It focusses on how it affects the quality of life. The natural resources help human beings in their survival and act as the sole provider of our fundamental needs, which include food, clothing and shelter.

Proper steps need to be taken to ensure continue enjoying these resources. Failure in the conservation of the natural resources will put the future generation in tremendous hardships.

The following ways can be used to save and conserve the natural resources:

- Use of digital media instead of paper
- Use of energy-saving fluorescent bulbs
- Practice of crop rotation
- Use of drip irrigation
- Use of hybrid cars instead of conventional cars
- Use of biogas in the kitchen
- Treatment of industrial waste and sewage before they are released in the water bodies

Q9. What do you mean by environmental protection and conservation?

Ans. Environmental conservation can be defined as the effort of securing the environment by the individual, government and non-government organisations, for the benefit of both the living organisms and the environment. We should protect Earth by combining all our modern ways of living. We should respect and understand what nature provides us. The need for environmental awareness has increased greatly in the last few years.

For the conservation of environment, various programmes like, public awareness, conservation of forest, public campaign, environmental pollution, cultural heritage's protection, etc., have been organised. The major environmental issues are air pollution, water pollution, solid wastes, agrochemicals, radioactive wastes, greenhouse effect, global warming, ozone depletion in the stratosphere, etc.

Ramsar Convention, Stockholm Convention, Vienna Convention, Montreal Protocol, Rio Earth Summit, Kyoto Protocol, Nagoya Protocol and Paris Agreement are the major environmental conventions, conferences and summits held for the various environmental issues.

Q10. What do you understand by the relationship between society and environment?

Ans. The term 'ecology' was coined by German scientist Ernst Haeckel in 1866, who described it as a scientific study of interaction between the living organisms and their environment. People became more interested in 'Environment and Development' after World War II. In other words, ecology is the combination of society people's beliefs, cultures, activities and customs with respect to environment to fulfill their desires and for their own development.

The general relations between society and physical environment are as follows:

- **Human activities:** Human activities are deeply affected by extremely hot or cold weather. Moderate temperature is always considered as the best condition to evoke a human activity.
- **Culture and civilisation:** Culture and civilisation are greatly influenced by the surrounding environment. The great rivers like the Ganges, the Euphrates, the Nile, the Yangtze, etc., already nurtured our earlier civilisations. The sea coasts were always a threshold for our social and cultural aspects along with acting as a natural barrier for our safety and security.
- **Economic prosperity:** The geographical condition of a country is deeply related with the economic prosperity of the region. Sufficient natural resources are necessary for the economic growth of a country. The production in a certain region depends upon the raw materials available in that region.

Unit 6: Fundamental of Computer

Q1. Define computer.

Ans. A computer is an electronic device that takes input from the user in the form of data or instructions, processes the data according to the given instructions and generates the output.

Q2. What do you understand by digital convergence?

Ans. Digital convergence can be defined as the merger of the Internet, telecommunication and leisure industries. It enables you to convert various types of content, such as text, voice, video, graphics, pictures, etc.

Q3. Define functional components of a computer.

Ans. A computer consists of various components, such as system unit, monitor, mouse and keyboard. Some computers may also contain additional accessories, such as speakers, microphone and headphones to perform additional tasks.

Q4. What do you mean by a supercomputer?

Ans. A supercomputer has a large number of CPUs and provides very high level of computing. For example, Tianhe-2 supercomputer of China consists of 16000 computer nodes and can process 33.86 petaflops.

Q5. What is the benefit of using a laptop over a personal computer?

Ans. A laptop is a portable computer that is integrated with a display screen, keyboard, trackball, processor and memory. The entire machinery of a laptop runs on a rechargeable battery. You can carry a laptop anywhere; therefore, you do not have to stick at one place to work on a computer.

Q6. Explain the 3Cs of technological convergence.

Ans. Earlier, radio, television, telephone, print media and computer were considered as separate entities. However, the emerging trend of technological convergence has led to the merging of many technologies like computing,

content and communications into a single system. The merger of these three technologies is referred to as the 3Cs of technological convergence. The 3Cs of technological convergence are explained as follows:

- **Computing:** It refers to the design and construction of computers to perform various types of tasks. An example of computing technology is the development of a software program that allows people to work at home on the tasks assigned to them from their job locations.
- **Content:** It refers to any type of meaningful data or information that is expressed through some medium, such as speech, writing or images. Content can be transmitted and shared through diverse media, such as the Internet, television, books, magazines and CDs.
- **Communications:** It refers to the interaction of multiple computers over a network to share data, information and other resources. Some examples of communication technology include mobile communication and Internet-based communication technologies.

Q7. Explain the types of computer.

Ans. Depending upon their accessibility, portability and user friendliness, computing devices can be classified into many categories:

- **Desktop computer:** A desktop computer is primarily used in an office or home. It can be used independently of any other computer; therefore, this computer is also called Personal Computer (PC).
- **Laptop:** A laptop is a portable computer that is integrated with a display screen, keyboard, trackball, processor and memory. The entire machinery of a laptop runs on a rechargeable battery.
- **Tablet:** A tablet is a kind of microcomputer which offers a host of new features to the IT-savvy world. With its electromagnetic pen, touch screen and software that recognises letters written on a screen, tablet can be called a notepad of the 21st century.

Q8. What do you mean by workstations?

Ans. The processing of workstations is similar to that of personal computers; however, workstations have greater memory and more extensive mathematical abilities. These can be connected to other workstations or personal computers to exchange data. Generally, these types of computers are used where a high level of computational abilities is required, such as in scientific, industrial and business environments.

Q9. List down the strengths and weaknesses of a computer system.

Ans. The following are the strengths of computers:

- **Reliability:** The electronic components in modern computers make them more reliable as they rarely break or fail.
- **Accuracy:** Computers have the ability to provide accurate results as they perform computations with utmost accuracy.
- **Consistency:** A computer generates consistent results, if provided the same input and processes.
- **Versatility:** Computers are able to perform different tasks in a variety of domains, such as education, entertainment, health care, accounting and hospitality.

The following are the weaknesses of computers:

- **No power to make decisions:** Computers are unable to take decisions on their own; instead, they depend upon the input being provided by humans.
- **No IQ:** Computers are machines that do not have self-intelligence; instead, they need to be informed time to time regarding the tasks to be performed.
- **No heuristics:** Computers are not able to learn from their past experiences. It implies that when a computer commits an error once, then it would commit the same mistake again in a similar situation.

Q10. Define digital convergence and messaging convergence.

Ans. **Digital convergence:** It refers to the merger of the Internet, telecommunication and leisure industries. It enables you to convert various types of content, such as text, voice, video, graphics, pictures, etc. into digital form, view

multimedia content and share it through different types of devices. For example, you can read your e-mails on your television by connecting it to your smartphone.

Messaging convergence: It refers to the integration of text and voice messages. For example, text SMS, voice SMS, Interactive Voice Response (IVR), Multimedia Messaging Service (MMS), etc. It is very useful in various sectors related to media and broadcasting, Business Process Outsourcing (BPO), Knowledge Process Outsourcing (KPO), etc.

Unit 7: Mastering Typing

Q1. How should you keep your elbows while typing on a keyboard?

Ans. You should keep your elbows to be bent at the right angle.

Q2. How much distance must be there between your eyes and the screen while typing?

Ans. You should keep at least 20-30 inches of distance between your eyes and the screen while typing.

Q3. What is freeware application?

Ans. The application which can be downloaded from the Internet without making any payment is known as freeware application.

Q4. Describe any three controls of Lesson editor window in Typing Tutor?

Ans. The three controls of Lesson editor window in Typing Tutor are:

- **Navigation tree:** It displays the current courses and lesson hierarchy.
- **Text panel:** It is the area from where you can modify the text of the lesson which is selected in the Navigation Tree currently.
- **Lesson metrics:** It shows the percentage and number of words, characters, spaces and particular characters in the lesson.

Q5. Give any three tips for successful practice of touch typing.

Ans. The three tips for successful practice of touch typing are:

- When you do typing, always sit by keeping your back straight.
- You should keep your elbows to be bent at the right angle.
- Once you learn to position your hands on a keyboard, and identify the location of home row, top row, and bottom row, you are ready to learn to type words.

Q6. What are the three stages in touch typing?

Ans. The following three stages are involved in touch typing:

Stage 1: Learn to know the location of the home row of the keyboard first. The home row begins with the Caps Lock key from the left hand side. You should not look at the keyboard, as looking at the keyboard is completely forbidden in touch typing. Then, also learn to locate the lower row, upper row, numbers row, upper-case letters and special symbols.

Stage 2: Memorise frequently the syllabus and typing words contained in the syllabuses.

Stage 3: Type the actual text and improve your skills by practising regularly.

Q7. How does results window display your performance in RapidTyping application?

Ans. The results window displays your performance in the following manner:

- **Overall rating:** The upper slider indicator shows grades in terms of: Could be better, OK, Good and Excellent. It also shows overall ratings in the percentage format. A blue circle on the rating bar indicates your performance.

- **Speed:** This indicator shows your typing speed in the Speed/Net speed, words/characters/keystrokes per minute/per second format.
- **Accuracy:** This indicator generally shows your typing accuracy.
- **Slowdown:** This indicator generally shows your typing keystrokes slowdown.

Q8. Enlist the different types of courses that are available in RapidTyping application.

Ans. The five different types of courses in RapidTyping application are as follows:

- **Introduction:** This category of course helps in knowing the location of keys on the keyboard. It guides in learning which finger must be used to press the keys on the keyboard. It also helps you master in typing of Shift keys, upper-case letters, symbols at numbered row and the numeric pad.
- **Beginner:** Having little higher level than Introduction course, the aim of beginner course is same as introduction course.
- **Experienced:** This course helps in improving your typing speed by learning repeatedly used symbols and words.
- **Advanced:** This course enables you to enhance the perfection in typing skills by entering an actual text.
- **Testing:** This course tests your touch typing skills.
- **Add more courses:** This option allows you to add more courses to the application.

Q9. Explain the main components of RapidTyping tutor.

Ans. The main components of RapidTyping tutor are as follows:

- **Current lesson tab:** This button is used to move back to the current lesson from other screen in the RapidTyping. You can also use the shortcut Ctrl + 1 keys.
- **Student statistics tab:** This button shows the current user statistics. The statistics window can be opened by clicking on this button or by pressing the Ctrl+2 keys.
- **Lesson editor tab:** This button opens the Lesson editor window from which you can customise the lesson using various course options present in the course options tab.
- **Options button:** This button allows you to customise the various features or components of RapidTyping tutor such as keyboard, background and text color, font, etc. The various options can be seen by pressing the Ctrl + O keys on the keyboard.
- **Minimise window button:** This button minimises the Main window of the RapidTyping application in the Windows task bar.
- **Maximise window button:** This button maximises the Main window of the RapidTyping application up to the entire screen of the computer.

Q10. Write about correct posture for typing.

Ans. When you have to do typing, you should sit on a chair and face the screen. You must be aware of few of the following guidelines related to body posture while typing on a keyboard:

- When you do typing, always sit by keeping your back straight.
- You should keep your elbows to be bent at the right angle.
- Keep your feet firmly on the ground.
- When you see at the screen, your head must be tilted slightly forward.
- You should keep at least 20-30 inches (or 45-70 cm) of distance between your eyes and the screen while typing.
- The keyboard must be kept at the height of 28 to 30 inches from the floor.
- Put the least possible strain on the shoulder, arms and wrist muscles, while typing.

Unit 8: Word Processing (Basic)

Q1. What is the difference between a bulleted list and a numbered list in MS Word?

Ans. Bulleted list is used to represent a set of unordered lists and numbered list is used to represent a set of ordered lists.

Q2. What is a word processor?

Ans. Word processor is a computer application used to create, edit and organise a document. MS Office and OpenOffice Writer are some popular word processors.

Q3. What do you mean by page orientation?

Ans. Page orientation is used to set the orientation of the pages in a document, such as portrait and landscape. By default, the pages of an MS Word 2010 document have the portrait orientation. With the portrait orientation, the shorter edges of the page appear at the top and bottom of the document, while the longer edges appear on the left-hand and right-hand sides of the document.

Q4. What is use of Find & Replace feature of MS Word?

Ans. The Find feature helps you search a particular word, phrase or sentence in your document. The Replace feature enables you to replace a word or phrase in your document at all occurrences with another word or phrase.

Q5. How is landscape orientation different from portrait orientation?

Ans. In the portrait orientation, the shorter edges of the page appear at the top and bottom of the document, while the longer edges appear on the left-hand and right-hand sides of the document, that is, the text is written in a vertical manner along the shorter edge and down the longer edge. However, sometimes, you may need more horizontal space to display more text, for example, a table with several columns. In such a situation, you may use the landscape orientation to display the text horizontally along the longer edge and down the shorter edge of the page.

Q6. Write the steps of inserting a row and column in a table.

Ans. The steps of inserting a row and column in a table are as follows:

1. Create a table of size 3x3 in MS Word 2010 document.
2. Select a cell from the table in the document where you want to insert a column in the table.
3. Select the Layout tab on the Ribbon.
4. Click the Insert Left button to insert the column on the left-hand side of the selected cell.
5. Select a row from the table in the document above or below which you want to insert a row in the table.
6. Click the Insert Above button under the Rows & Columns group to insert the row above the selected row.

Q7. Explain any three components present in the user interface of MS Word 2010.

Ans. The user interface primarily constitutes of different menus, submenus, and toolbars. Each menu, submenu or toolbar offers numerous commands to the users. The different components of the user interface of MS Word 2010 are defined as follows:

- **Quick access toolbar:** This contains commands, which are used more frequently in the document. It also provides one-click shortcuts to commands, such as Save, Undo and Redo in a Word document. It is located at the top left corner of the MS Word window.
- **Title bar:** This helps in identifying the document. It contains the name of the document and also the name of the application, such as Microsoft Word.

- **Minimise, maximise and close buttons:** These buttons help in controlling the MS Word window. These buttons are located on the top right corner of the MS Word window. The minimise button is used to minimise the MS Word window over the Task bar whereas the maximise button helps to restore or maximise the MS Word window. The close button is used to close the document.

Q8. Write steps to add border to a paragraph in MS Word.

Ans. The steps to add border to a paragraph in MS Word are:

1. Open a new document.
2. Click the **Page Borders** button under the **Page Background** group of the **Page Layout** tab.
3. The **Borders and Shading** dialog box appears.
4. Select the **Borders** tab from the Borders and Shading dialog box.
5. Select the desired border from the **Setting** section. In our case, we have selected the Box border.
6. Select the desired **line style**, **border color** and **width** from the centre section.
7. Select the desired buttons to add or remove borders along the sides, top and bottom to see how the border will look from right most section under **Preview**.
8. Select the Text or Paragraph that you want the border to enclose from the **Apply to** drop-down list.

Q9. Write steps of copying a paragraph in a document and pasting it in the same document.

Ans. The steps of copying a paragraph in a document and pasting it in the same document are:

- Select the text you want to copy.
- Click the **Copy** button under the **Clipboard** group of the Home tab.
- Place the mouse cursor at the location where you want to paste the copied text.
- Click the **Paste** button under the **Clipboard** group of the Home tab.

The copied text is in the document at the current location of the cursor.

Q10. Define printing a document in MS Word.

Ans. Printing is one of the most important features of MS Word application. To perform the printing operation, you have to first preview the document. Previewing of the document is done so that if there is any inconsistency in the presentation of the document, it is corrected before it goes for print. Certain settings regarding the page setup are also applied to make printing of the document easy and accurate.

MS Word 2010 provides the facility to print either the selected portion of a document or the entire document. However, before performing the print operation, you have to set certain print options from the **Backstage view** so that the resultant hard copy is a final product that can be used for distribution.

Unit 9: Spreadsheet (Basic)

Q1. Why do we need to save a workbook? What is the default extension of an Excel workbook?

Ans. After you have created a new workbook, it is advisable that you immediately save it. You need to save the workbook as frequently as possible to prevent any data loss due to any unexpected events, such as a power cut or system failure. By default, an Excel workbook is saved in the .xlsx file extension.

Q2. What is the purpose of using the Fill Handle in a worksheet?

Ans. The Fill handle enables you to add duplicate entries or fill data series in the cells of a worksheet. Place the mouse at the bottom right corner of a cell till the pointer changes to the + sign. Now, press the mouse button, and keeping the mouse button pressed, drag the mouse pointer across the cells in which you want to fill the values.

Q3. Write steps of opening an already existing workbook in your computer.

Ans. In Microsoft Excel, you can open a workbook that is already saved on your computer. After opening that workbook, you can make modifications to it or reuse its contents in some other document. Perform the following steps, to open an existing workbook:

1. Start the Microsoft Excel 2010 application.
2. Select the File → Open option.
The Open dialog box appears.
3. Select the location where you saved the workbook from the navigation pane.
4. Select the workbook that you want to open.
5. Click the Open button to open the workbook. The selected workbook opens.

Q4. Define spreadsheet.

Ans. A spreadsheet application is an electronic document in which data is arranged in a tabular format. Microsoft Excel is a powerful spreadsheet application that allows you to store, analyse and calculate data. It also allows you to visualise and represent data in various forms, such as tables, charts, etc.

Q5. What do you understand by functions? What is the purpose of using the SUM() function in Excel? Give its syntax also.

Ans. Generally, functions are used to perform some predefined tasks. In Excel, a function begins with the equal sign (=), followed by the name of the function and its arguments. The name of the function indicates what operation it will perform. The arguments in a function are present inside round brackets. For example, the SUM() function is the most basic function in Microsoft Excel and is used to add the values in a range of cells. The syntax of the SUM() function is as follows:

=SUM(number1, number2, number 3,.....,number N)

where SUM is the name of the function, and number1, number2, ..., number N are the arguments or values whose sum you want to find.

Q6. Write steps of inserting a new row in a workbook.

Ans. Suppose you want to add a new row in a worksheet. For this, you need to select the row above which you want a new row to be added in the worksheet. Perform the following steps to insert a row:

1. Open workbook in which you want to add a new row.
2. Select the row above which you want to insert the new row in a worksheet.
3. Click the down arrow of the **Insert** button under the Cells group of the Home tab.
A drop-down list appears.
4. Select the **Insert Sheet Rows** option from the dropdown list. A new row gets inserted above the selected row.

Q7. Define wrapping. Write steps of wrapping text in a worksheet.

Ans. Sometimes, the text you want to insert in a cell may be too lengthy to fit the cell. In such cases, a part of the text remains hidden in the cell and is not displayed. You can fix this problem by wrapping the text in the cell. Wrapping text allows you to display the lengthy text in multiple lines in the cell, so that the text is clearly visible in the cell. This not only makes it easy to read the text in a worksheet but also saves precious space. Perform the following steps, to wrap text in a worksheet:

1. Open any workbook.
2. Select the cell or cell range containing the text you want to wrap.
3. Click the Wrap Text button under the Alignment group in the Home tab.
4. The text gets wrapped within the cell so that the complete text is clearly visible.

Q8. Briefly describe the various number formatting categories.

Ans. The various number formatting categories are briefly described as follows:

- **General:** This applies no changes to the format of the number.
- **Number:** This allows you to select the number of decimal places and also whether or not to use a separator for values over 999 (for example, 3,200).
- **Currency:** This allows you to display the selected currency symbol before the number. It also aligns the decimal point and separator for the number. It also specifies how to show a negative value.
- **Accounting:** This allows you to display the selected currency symbol before the number. It also aligns the decimal point for the number.
- **Date:** This allows you to format cell content as a date.
- **Time:** This allows you to format cell content as time.
- **Percentage:** This allows you to multiply content of a cell by 100 and then display the result with a percentage symbol at the end.

Q9. Discuss the process of changing the colour of a cell in a worksheet.

Ans. You can fill colour in a cell or range of cells to distinguish them in the workbook. You can use the Fill Color option to fill colour in a cell or range of cells. Perform the following steps, to fill colour in the cells:

1. Open any worksheet.
2. Select the cells from A3 to F3.
3. Click the down arrow of the Fill Color button. A list of colours appears.
4. Select the orange colour from the list of colours.

The colour of the cell gets changed.

Q10. Describe how can you customise the interface of a worksheet.

Ans. Ribbon makes it easy to find commands and features in complex menus and toolbars. In Microsoft Excel 2010, you can create custom tabs and groups and rename or change the order of the built-in tabs and groups. Apart from this, you can turn on or off various parts of the Ribbon and add your own custom shortcuts. You can customise the interface by using the Minimise the Ribbon arrow button provided at the upper right corner of the ribbon. After minimising the ribbon, the interface of the workbook appears.

You can click the Expand the Ribbon button on the upper right corner of the workbook to bring back the Ribbon on the Interface.

In addition to minimising and maximising the Ribbon, you can also customise the interface of a workbook by adding a button in the Quick Access Toolbar. Perform the following steps, to add a new button in the Quick Access Toolbar:

1. Click the Customise Quick Access Toolbar button to open a drop-down list.
2. Select the Open option to add it in Quick Access Toolbar.
3. The Open option gets added in the Quick Access Toolbar.

Unit 10: Digital Presentation

Q1. Define the basic elements of a slide.

Ans. The basic elements of a slide are as follows:

- **Title:** It refers to the heading of the slide. The title element provides a basic idea about the topic and content of the presentation.

- **Subtitle:** It refers to the description of the slide data. It also gives emphasis to the central idea of the slide.
- **Drawing objects:** These refer to the various built-in shapes provided by the MS PowerPoint. These include shapes, such as curves, lines and flowchart.
- **Clip art and pictures:** These refer to the graphical objects that help in enhancing the appearance of a slide.
- **Graph:** It refers to the graphical object that allows you to draw a relationship between the objects in a slide.

Q2. What is Slide Sorter view?

Ans. Slide Sorter view displays all the slides of a presentation. In this way, you can verify the order of slides, add and delete them and also verify whether the presentation has been completed or not.

Q3. What is a template?

Ans. A template is the basic model that provides the basic structure to create a presentation easily and quickly. These offer sets of different predefined visual elements that you can later customise according to your requirements.

Q4. What do you understand by presentation?

Ans. A presentation is a sequential collection of slides in which each slide displays some information in the form of text or graphics. A slide is an electronic page that contains information in the form of text, images and audio/video clips. For inserting text in your presentation, you need to insert text boxes. Further, you can make your presentation more attractive, appealing and eye-catching by adding animation and other effects to slides.

Q5. Describe the user interface of MS PowerPoint 2010.

Ans. The user interface consists of several components, such as Title bar and Status bar. These components allow you to perform different tasks, such as opening an existing presentation or creating a new presentation from the File tab. The components of the MS PowerPoint user interface are as follows:

- **Quick access toolbar:** It contains commands which are used more frequently in the presentation. It also provides one-click shortcuts to commands, such as Save, Undo and Redo in a presentation.
- **Title bar:** It helps in identifying the presentation. It contains the name of the presentation and also the name of the application, such as Microsoft PowerPoint.
- **Minimise, maximise and close buttons:** The minimise button is used to minimise the MS PowerPoint window over the Task bar whereas the maximise button helps to restore or maximise the MS PowerPoint window. The close button is used to close the window.
- **Slides pane:** It displays the thumbnails of the slides of your presentation. When you select a slide in this pane, the selected slide appears in the work area.
- **Slide:** It contains information about the topic of presentation.
- **Tabs:** These are used to organise the commands.

Q6. Who use the presentation software and why?

Ans. Several people make use of the presentation software while giving presentations. The following are some examples where presentation software is used as a training tool:

- Salespersons need to give presentations to their customers, clients and managers. Using the presentation software, they can better convey their ideas and details of products to the customers as well as performance-related facts and figures to the managers.
- Human resource departments of organisations also make use of the presentation software to provide training to their new employees or the existing staff.
- Teachers can better explain the concepts with the help of presentations.
- During conferences, the presentation software helps the presenter (speaker) easily project his/her key points on a large screen while simultaneously explaining the concepts.

Q7. Define presentation software.

Ans. Presentation software is a computer application that helps in creating a presentation, such as explaining the new topic to the students in a class, presenting a plan to the employees or clients of a company. In the current technology-driven world, activities such as training, explaining concept and representing product have become an integral part of our day-to-day business. These tasks can be easily done using presentation.

Q8. What do you understand by a slide?

Ans. A slide is an electronic page that contains information in the form of text, images and audio/video clips.

Q9. Define the Slide Sorter view and its significance.

Ans. Slide Sorter view displays all the slides of a presentation. In this way, you can verify the order of slides and also verify whether the presentation has been completed or not.

It refers to a view that shows thumbnail versions of all your slides arranged in horizontal rows. This view is useful to make global changes to several slides simultaneously. Using the Slide Sorter view, you can easily arrange the order of slides, add slides and also delete them. You can easily switch to the Slide Sorter view by clicking the **Slide Sorter** button under the Presentation Views group of the View tab.

Q10. Explain the different presentation views in MS PowerPoint.

Ans. The different presentation views that are available in MS PowerPoint are as follows:

- **Normal view:** It allows you to format design and add text, graphics and animation effects to the slide. It is default view for creating slides.
- **Slide sorter view:** It displays all the slides of a presentation. In this way, you can verify the order of slides and also verify whether the presentation has been completed or not.
- **Reading view:** It allows you to see each slide of your presentation as a slide show that fits within the window.
- **Notes page view:** It allows you to add or edit notes in the slides. It is a special view of the presentation which is suitable to be printed and distributed to the audience.
- **Slide show view:** It allows you to see each slide of your presentation in full screen on your computer. It refers to the process of running a presentation.

Unit 11: E-mail Messaging (Basic)

Q1. What is an e-mail?

Ans. An e-mail, short for electronic mail, is the exchange of messages between two or more users through electronic media. It uses computer networks such as the Internet for exchanging the mails. It not only provides an opportunity for the text messages, but for the multimedia messages as well, such as documents, image files, audio files, video files, etc. in the form of attachments.

Q2. What is the requirement of an e-mail address?

Ans. An e-mail address is required to send an e-mail to the other user. One e-mail address is required to send the e-mail and another e-mail address is required to receive an e-mail. In other words, an e-mail address is used just like a mailing address of your house. It must be unique, that is, no two individuals in the world can have the same e-mail address.

Q3. What are the similarities between an e-mail and a postcard?

Ans. Some of the similarities between an e-mail and a postcard are as follows:

- A letter sent through postcard or a postal letter reaches to the postal address and an e-mail reaches to the e-mail address which is short and easy to remember.

- An individual gets the postal letter in his/her letter-box and an e-mail message is received in the inbox of the e-mail account.
- A postal letter travels all the way from the sender's post office to the receiver via train or bus or air and an e-mail travels electronically using the network from one computer to another.

Q4. Explain the use of application-based e-mail service.

Ans. It is an application software which depends on the operating system. Therefore, just like any other software, it needs to be installed in the system so as to access the mails. In this case, all the mails are stored on the user's system and on the central server, such as on an organisation's server. Some commonly used application-based e-mail software are as follows:

- Microsoft Outlook
- Mozilla Thunderbird
- Foxmail
- Opera Mail

Q5. Explain the use of web-based e-mail service.

Ans. It includes the e-mail services which can be accessed from anywhere and from any system connected to the Internet. Here, e-mails are not stored on the user's system, but on the service provider's server. Some commonly used web-based e-mail services are as follows:

- Gmail.com
- Rediff.com
- Outlook.com
- Yahoo.com

Q6. What are the two requirements before linking the e-mail address to the e-mail software?

Ans. Before linking an e-mail address to the e-mail application, make sure to:

- install the e-mail software in the computer system
- create an e-mail address online that you want to link

Q7. List some important points that need to be considered before choosing a username for the e-mail account.

Ans. You can consider the following points while choosing a username:

- First try with your first name and last name. There can be many combinations for this, for example, ryansharma, sharmaryan, ryan.sharma, Sharma.ryan. The username must be chosen such that it describes you which make it easy to remember for others.
- You can choose to add your date of birth for username like ryansharma2004, ryansharma26, ryansharma2606.

Q8. Explain the options of Basic Text group.

Ans. The Basic Text group has many options that you can try, such as Font, Font Size, Bold, Italic and Underline, Text Highlight Color, Font Color, Bullets and Numbering, Alignment, Indentation, Clear Formatting, Grow Font and Shrink Font. These options are similar to the Word Processing options. Therefore, these options can be used in the similar way.

Q9. List the advantages of e-mails.

Ans. Some of the advantages of e-mails are as follows:

- **No-cost delivery:** It requires only an active Internet connection and, thereby, no expenses are required to be incurred for sending or receiving the messages.

- **Worldwide delivery:** One can send the message anywhere and anytime, whether the receiver exists in the same office, building, house, country or at any other place outside the country.
- **Instant delivery:** They do not take much time to reach the recipient. Due to their transmission medium, i.e., Internet, they can reach the recipient's e-mail account in a matter of seconds.
- **Multiple delivery:** One can send an e-mail message to more than one recipient together without wasting any extra time or money.
- **File attachment:** It enables the user to send any file with the e-mail message by just attaching it with the message.

Q10. What are the different components of an e-mail address?

Ans. The different components of an e-mail address are as follows:

- **User:** It is the username or e-mail ID, say any nickname, alias, group or department of any organisation. It is used to identify the user at the e-mail service provider.
- **Divider:** The @ (pronounced as 'at' or 'at the rate of ') symbol is used as the divider in the e-mail address, which differentiates between the username and the domain name. It is necessarily required in all the e-mail addresses.
- **Domain name:** A domain name shows the website name in which the e-mail account has been created.