

SHORT QUESTIONS

I. Define the word “Technical”.

Technical means anything related to a specific field of knowledge, skill, or profession that requires expertise, rules, and practical understanding.

Example: Technical terms in computer science include CPU, algorithm, and database.

II. What is the substance of a technical report?

The **substance** of a technical report is the *factual information, research data, analysis, and recommendations* that help readers understand and solve a technical problem.

Example: A lab report contains objectives, methods, results, and conclusions.

III. In which technical writing is designed for users?

Technical writing is designed for users in **user manuals, product guides, help documents, instructions, and online tutorials**.

Its aim is to help users understand and operate a product or system.

IV. Evaluate the foundations of effective technical writing.

The foundations include:

1. **Clarity** – writing must be easy to understand.
2. **Conciseness** – avoid unnecessary words.
3. **Accuracy** – facts, numbers, and instructions must be correct.
4. **Organization** – information should be structured logically.

Example: Step-by-step instructions follow a sequence (Step 1 → Step 2 → Step 3).

V. What is meant by technical communication?

Technical communication is the process of **exchanging technical information** in written, oral, or visual form to help people understand and use technology, products, or services.

Example: Emails, reports, manuals, flowcharts, and presentations in a company.

VI. Why basics of web designing is necessary for a technical writer?

Because many documents are published online. Knowing web designing helps a technical writer:

- Format content for websites.
 - Use HTML/CSS for documentation layouts.
 - Create user-friendly online help systems.
 - Understand digital content structure.
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VII. Enlist four characteristics of technical writing.

1. **Objective and factual**

2. **Clear and precise**
 3. **Formal and professional**
 4. **Audience-centered**
(Also: concise, structured, practical.)
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VIII. What is technical documentation?

Technical documentation is **written material that explains how a product, machine, or system works.**

Examples: User manuals, installation guides, API documentation, training materials.

IX. Differentiate online and offline training.

Online Training	Offline Training
Conducted over the internet	Conducted face-to-face
Flexible: can be done anytime	Fixed schedule and location
Uses videos, LMS, and digital tools	Uses classroom activities
Suitable for remote learners	More interactive physically

X. Write the differences between academic writing and technical writing.

Academic Writing	Technical Writing
Focuses on theories and ideas	Focuses on practical and factual information
Audience: teachers, researchers	Audience: users, workers, technicians
May include personal opinions	Completely objective and fact-based
Longer, detailed explanations	Short, direct, and structured
Examples: essays, research papers	Examples: manuals, reports, SOPs

LONG QUESTIONS

1. Technical and Creative Writing – Discuss in detail.

Technical writing and **creative writing** are two different styles with different purposes:

1. Purpose

- **Technical writing** aims to *inform, instruct, or explain* something factual.
- **Creative writing** aims to *entertain, inspire, or express emotions*.

2. Language Style

- Technical writing uses **clear, simple, and formal language**.
- Creative writing uses **imaginative, expressive, and artistic language**.

3. Structure

- Technical writing is **organized and logical**, often using headings, lists, tables, and diagrams.
- Creative writing has **flexible structure**, depending on the story or poem.

4. Audience

- Technical writing is **user-centered**; it considers the reader's level of understanding.
- Creative writing is created for **general readers** who enjoy stories and literature.

5. Examples

- Technical Writing:
 - User manuals
 - Technical reports
 - Project documentation
 - Scientific reports
- Creative Writing:
 - Novels
 - Poetry
 - Short stories
 - Scripts

Conclusion

Both forms are important, but technical writing focuses on *precision and usefulness*, while creative writing focuses on *creativity and expression*.

2. Elaborate the operational functions of HRM.

Operational functions of **Human Resource Management (HRM)** deal with managing employees directly. The main functions include:

1. Recruitment and Selection

HRM finds qualified candidates and selects the right person for the job.

Example: Posting job ads, conducting interviews.

2. Training and Development

Providing employees with new skills and improving performance.

Example: Workshops, orientation programs, online courses.

3. Performance Appraisal

Evaluating employee performance to identify strengths and weaknesses.

Example: Annual performance reviews.

4. Compensation and Benefits

Designing salary packages, bonuses, and other benefits.

Example: Medical insurance, incentives.

5. Employee Relations

Maintaining good relationships between employers and employees.

Example: Resolving conflicts, ensuring discipline.

6. Health and Safety

Ensuring a safe and healthy working environment.

Example: Safety training, compliance with safety laws.

7. Job Analysis and Job Design

Identifying job responsibilities and organizing them properly.

Example: Describing the duties of a software engineer.

Conclusion

HRM performs these operational functions to ensure employees work efficiently and happily, which leads to organizational success.

3. What are the essentials of technical writing skills every tech writer must possess?

Every technical writer should have the following essential skills:

1. Clarity and Simplicity

Write in simple, direct language so everyone can understand.

Example: “Click the Start button” instead of “Activate the initial interface.”

2. Audience Awareness

Know who the readers are and adjust the tone and level of detail accordingly.

Example: Beginners need basic steps; experts need technical details.

3. Research Skills

A writer must gather accurate information from reliable sources.

4. Technical Knowledge

Basic understanding of technology, tools, and subjects being written about.

Example: A software manual writer should understand software basics.

5. Organization and Structure

Information must be logically presented with headings, bullets, tables, etc.

6. Editing and Proofreading

Ability to correct grammar, remove errors, and improve clarity.

7. Visual Communication

Use diagrams, charts, screenshots, and infographics when needed.

8. Tool Proficiency

Knowledge of documentation tools such as:

- MS Word
- Adobe Acrobat
- Google Docs
- HTML/CSS
- Markdown editors

9. Problem-Solving Ability

Explain solutions clearly and identify user issues.

10. Consistency

Follow formatting rules, terminology, and style guides.

Conclusion

Technical writing requires a combination of writing skills, technical understanding, and user-focused communication to produce useful and effective documents.