

IITM GROUP OF INSTITUTIONS MURTHAL, SONIPAT

QUESTION BANK: Report Writing And Oral Presentation
Skills - UNIT:I

- 1.What is a report ? What is the meaning of the reports ?
2. What is the importance of reports ?
3. Describe the types of reports briefly.
4. What do you understand by business report and academic report? What are the special contents of a academic report?
5. Study the following table and match different descriptions of reports (left column) with appropriate types of reports (right columns):

Different descriptions of reports	Types of reports

(i) Lengthy reports	(a) Informational
(ii) Presentation of routine information	(b) Analytical
(iii) Data on periodic and situational activities without analysis	(c) Routine
(iv) Short reports	(d) Special
(v) Presentation of specific information	(e) Formal
(vi) Analysis of data to persuade readers	(f) Non-formal

6. What criteria has C.S. Rayudu chosen to classify types of reports ?

7. What are the principles which make oral report successful and effective ?

8. Which of the four formats of reports would be the most appropriate for each of the following?

(a) Annual report of a research organisation

(b) A report on the progress of a research project

(c) Daily production report to a lift manufacturing company

(d) A research report

(e) A product launch report to be written by the marketing manager of a company for the marketing director of the company.

(f) Monthly sales report of a pharmaceutical company

(g) A report on the feasibility of launching a new product

(h) A short report examining the problem of poor sales of a new product.

9. What are the four common formats of reports ? Describe them in brief.
10. Describe the letter format with example.
11. Describe the memo format with example.
12. Describe the structure of informational reports.
13. Describe the three popular ways to organise analytical reports in brief.
14. Describe in tabular form the common ways to structure analytical reports.
15. What are the three organisational approaches for convincing reports ?
16. What are the elements of a formal report?
17. Study the following table and match different components of a report (right column) with their functions (left column):

Functions	Components of a formal report
1. Contains suggestions that are based on results and conclusions.	(a) Preface
2. Conveys the significance and meaning of the report to readers by presenting a summary of discussions and findings.	(b) Letter of Transmittal
3. Presents the data collected	(c) Acknowledgements
4. Summarises methods of data collection and the procedures for investigating the situation/problem, and the criteria of survey.	(d) Executive summary

5. Provides background information, defines aims objectives, and discusses the scope and limitations of the report.	(e) Introduction
6. Summarises the essential information in the report	(f)Methodology
7. Contains the names of persons who contributed to the production of the report and made the report possible.	(g) Discussion
8. Explains the causes for writing the report	(h) Conclusion
9. Introduces the report by mentioning its salient features and scope.	(i) Recon mendations

18. Mention the advantages of planning visuals before preparing

19. List several popular types of visuals and discuss

20. When should you use "Tables'.

QUESTION BANK: Report Writing And Oral Presentation

Skills UNIT:II

1. List the preliminary steps and procedure of writing report.

2. Describe the steps determine the needs of the Audience in detail.

3. Write short notes on :

- (a) Writing the first draft of the report
 - (b) Reviewing and revising the first draft of report
 - (c) Writing the final Draft of the Report.
4. List the essential Requirements of Good' Report writing.
5. Write short notes on:
- (a) Courtesy
 - (b) Coherence
 - (c) Adaptability
6. Write brief notes on the following:
- (a) Significance of reports
 - (b) Informational and or analytical reports
 - (c) Routine and special reports
 - (d) Oral and written reports
 - (e) Formal and informal reports
7. Identify the format that you vill use in the following kinds of reports.
- (a) Accident report of a company to be submitted to the police
 - (b) Annual report of a multinational company
 - (c) Weekly production report
 - (d) Monthly visit report
 - (e) Trip report of a company executive
 - (f) A company report examining a problem and its solutions

(g) A report on benefits of computerisation in railways

(h) Performance report

(i) Recruitment report

(j) Progress report of a construction project

(k) A research report.

8. Describe writing technical reports in brief.

9. What do you understand by technical progress report ? Give its proforma

10. Describe Feasibility report in brief.

11. What do you know about Laboratory Reports ? Give its proforma.

12. Describe Investigative Reports. Which format will you prefer for this report?

13. Write the various types of reports on business.

UNIT-I

REPORTS : MEANING, THEIR IMPORTANCE AND TYPES

A REPORT is an organised presentation of factual information, often aimed at multiple audiences, that may present the results of an investigation, a trip, or a research project. For any report--whether formal or informal--assessing the readers' needs is essential..

Meaning: A report means an account given or opinion formally expressed for specific purpose after proper inquiry, investigation and consideration of facts effecting the situation.

Business report is an objective and planned presentation of facts to one or more persons for specific business purpose.

According to Raymond V.Lesikar and John D. Pettit, "A business report is an orderly, objective communication of factual information that serves some business purpose.

By careful and critical study of the above definition, the following features of business report are identified :

- 1. Orderly:** A business report is not a casual exchange of information, rather it is carefully planned, prepared and presented message.
- 2. Objective :** Objectivity means freedom from personal prejudices, presumptions and preconceived ideas. A business report should always be impartial, objective and based upon facts collected with open sensory receptors, analysed with high ethical standard of thinking and presented truthfully.
- 3. Communication :** Business report is one of the ways of communication that involves transmission of meaning and understanding.

4. Factual information : One of the ingredients of business report is factual information, events, records and other forms of data communicated in the course of business.

5. Business purpose : A business report always serves some specific and significant business purpose.

THE IMPORTANCE OF REPORTS:- A report is a basic management tool used in decision making. Hence, it is for large-scale organizations that are engaged in multifarious activities ha extremely important for organizations of all types. Reports are vital, espe by different departments. Their top executives cannot keep a personal watch rsonal watch over all these activities. So they have to base their decisions on the reports the he reports they get from the heads of various departments. For large organizations, reports are indispensable. Reports bear a lot of significance both to the organization in wh they arise and to the organization they are submitted to. The following list give you an idea of how important reports and report writing are to organizations and the individuals.

A report is the only tangible product of a professional.

All the efforts of engineers, academicians, and researchers culminate reports which convey to others the efficiency with which they carried out the assignments.

Reports enable decision making and problem solving in organizations

Based on the information presented, analysis discussed, or the suggestions rendered, administrators can make important decisions and solve problems of serious concern.

Reports help the authorities in planning new ventures and in evaluating men and material.

If an organization wants to open a new branch in a nearby locality, it can plan for the same more effectively after going through the feasibility report prepared for this purpose. Similarly if the organization wants to assess the qualities and capabilities of a person. It can do so by going through the annual assessment form submitted by that person. It can also evaluate a newly introduced machine or product by listening to or reading the report prepared for this purpose.

Reports are an important means of information dissemination within and outside the organization.

Many of the routine reports such as inspection reports, inventory reports, or annual reports transmit information across and outside the organization.

Reports serve as a measure of the growth, progress, or success of an organization.

The progress of any organization depends on the quality and quantity of information flow through its personnel in the form of oral or written reports. For instance, an organization focussing on research can bring out reports from time to time to provide information on the progress being made.

Reports serve as a valuable repository of information.

Organizations of various kinds preserve reports of importance and value for a long time so that they can refer to these reports whenever needed. For example an academic institution can refer to the previous assessment reports it had received from some committee in order to improve its performance.

Reports reveal gaps in thinking.

When a report is read and comprehend, the recipient comes to know whether the report writer had thought and proceeded logically and whether he/She had conducted an in-depth study of the topic. If there is some lacuna in logical reasoning or thinking on the part of the writer, reports are sure to reveal them.

Reports develop certain skills in the writer.

Reports not only help organizations but also help the writer to develop certain skills, such as the ability to organize, to evaluate and to communicate with greater accuracy:

TYPES OF REPORTS

Reports are mainly of two types : Formal reports and informal reports.

Formal reports often present the results of long-term projects of those that involve multiparticipants. Such projects may be done either for your own organisation or as a contractual requirement for another organisation. Formal reports generally follow a precise format and include such elements as abstracts and executive summaries.

Informal reports normally run from a few paragraph to a few pages and ordinarily include only an introduction, a body, a conclusion, and if necessary, recommendations. Because of their brevity, informal reports are customarily written as correspondence : letters (if sent outside your organisation) and menos or e-mails (if internal).

SOME OTHER IMPORTANT TYPES OF REPORTS

Reports can be classified as informational and analytical, according to their function; as routine or special, as per periodicity, as oral and written,

according to their communicative form, and as formal and informal, based on their nature, scope, and length. Each of these are now discussed briefly.

Informational and Analytical Reports

An informational report presents facts of a case, problem, condition, or situation without any analysis, interpretation, or recommendations. The function of the writer of an informational report is to collect, compile and organise facts for the readers. He/she is just a compiler who has to present the data as objectively as possible. In order to write an informational report, relevant information should be gathered and presented in a systematic and organised way. Examples of informational reports include conference reports, seminar reports, trip reports, and so on.

Routine and Special Reports All organisations, including companies, institutions, government departments, and research establishments, depend on routine reports for various management decisions. As routine reports are usually prepared on a periodic basis, that is, daily, weekly, fortnightly, monthly quarterly, or annually, they also be called periodic reports. The contents of routine reports may vary from simple production information to complex marketing or research data. Routine reports may be informational or analytical depending on the purpose. Example of routine reports include daily production report, monthly sales reports, annual reports, etc.

Oral and written Reports Oral reports are informal and face-to-face presentation of information. Examples may include oral reporting of accidents, sales, production, joining, and so on. Oral reports are useful for

presenting brief information related to routine activities, projects, developments, etc. As oral reports provide quick feedback, they may expedite a work and lead to fast action and decisions. Most organisations now-a-days prefer oral reports followed by written versions. This ensures the advantages of oral reporting and avoid the major disadvantages by adding to the permanent records of the organisation.

Written reports are more conventional than oral reports. Most business and technical reports use the written mode of presentation because the organisations using these reports need to maintain proper record for the future use and reference

Formal and Informal Reports

Reports can be formal or informal depending on their nature, scope and length. A formal report is usually the result of a thorough investigation of a problem, condition, or situation. Formal reports are comparatively larger and need elaborate description and discussion. They usually follow a fixed format with predetermined elements, according to the information presented. The length fa formal report may vary from a few pages to hundreds of pages. Formal reports could be informational, analytical, routine, or special. Examples of formal reports include annual reports of companies and organisations, technical report, project reports, thesis, etc.

TABLE 1: TYPES OF REPORTS

Criteria	Types	Description	Examples
Function	Informational	Objective presentation of data without analysis or	Conference reports, seminar reports, trip reports. Project report, feasibility

Periodicity	Analytical	interpretation Presentation of data with analysis and interpretation.	reports Market research,.reports ,
	Routine	Presentation of specific information related to a single condition, situation, problem or occasion.	inquiry report, research report, thesis, dissertation
Cammunicative form	Oral	Face-to-face presentation of information	Inquiry reports, research reports,thesis,dissertation
	Written	Presentation of information in written form.	Project reports, progress reports, research reports,
Nature, scope and length	formal	Long reports with elaborate description and discussion	Annual reports, thesis,project reports,technical reports,
	Informal	Short reports	Laboratory reports, daily production reports, trip reports.

BUSINESS REPORT AND ACADEMIC REPORT:-

Report in the case of research is considered a major component of the study. The research work is completed only when the findings are reported. C.R.Kothari remarks that even most brilliant hypothesis, highly well designed and conducted research study, and the most striking generalisations and findings are of little value unless they are effectively communicated to others. Acad report writing, A research report is a written medium of communication of various well served when they are made known to others. A research study culminated in aspects of the study. In respect of a research report, research is first planned and conducted to achieve the objectives formulated. But in respect of business report writing the report is first planned for this purpose. Academic reports generally take the form of research reports may be briefly which covers a wide variety of subjects and its coverage is also quite expensive. categorised as comprehensive research reports. There may be research report Another category research report can also be in the form of a separate research while the research reports present research findings on a particular article or paper or monogram. Business reports act as business communication particular subject of study. Therefore, reports are broadly categorised into two types:

- (1) Business reports.
- (2) Academic/Research Reports.

Contents Special to an Academic Report

Statement of the Problem: In the opening paragraph of the research report the problem to be investigated should be stated clearly and briefly. The key questions and the location of the problem in the theoretical context of the concerned discipline should be specified. The significance of the problem, the contribution which the proposed study is expected to make

theory and methodology as well as its practical import, and national relevance should be specifically indicated.

(ii) Overview of Literature: Summarising the current status of research in the area, including major findings, the report should clearly demonstrate the relevance or insufficiency of the findings or approaches for the investigation of the problem at hand.

(iii) The Conceptual Framework: Given the problem and the theoretically perspective for investigating the problem, the proposal should clearly indicate the concepts to be used and demonstrate their relevance for the study. It should further specify the dimensions of empirical reality that need to be explored for investigating the problem.

(iv) Research Questions or Hypothesis: Given the conceptual framework and the specification of dimensions, the specific questions to be answered through the proposed research design specification of variables and posting of relationships among them through specific hypothesis must form a part of the research proposal.

(v) Coverage: If, in the light of the questions raised or the hypothesis proposed to be tested, sampling becomes necessary, full information on the following points should be given:

- (1) Universe of study.
- (2) Sampling frame.
- (3) Sampling procedure.
- (4) Units of observation and sampling size.

If the study requires any control groups, these should be specifically mentioned. An explanation of determination of size and type of the sample

will also be necessary. Proposals not requiring a sample selection should specify their strategy appropriately and describe the rationale.

(vi) Data Collection: The different types of data proposed to be gathered should be specifically mentioned. The sources for each type of data and the tools and techniques that will be used for collecting different types of data should be specified.

(vii) Data Processing: The manner in which the different types of data will be processed, the tabulation plan and the types of data that will be processed through the computer should be explained in detail.

Types of Reports:-

Reports may be classified broadly under the following categories :

(1) According to Use

- (1) External Reports
- (2) Internal Reports

(II) According to Period

- (1) Routine Reports
- (2) Special Reports

(III) Reports according to level of management

- (1) Reports to top management
- (2) Reports to functional management
- (3) Reports to junior level management
- (4) Functional reports

(IV) Corporate Reports

- (1) Statutory reports
- (2) Directors reports
- (3) Auditors report
- (4) Non-statutory reports

(V) Other Reports

- (1) Review reports
- (2) Cost Audit reports
- (3) Interim report
- (4) Oral reports
- (5) Others

I. According to Use

(1) External Reports. Shareholders, government, stock exchequer, debenture holders, investors, financial institutions, financial analysts, press, researchers etc., are the external parties to a business organisation. The types of reports which are prepared for the use of external parties are called 'external reports". Broadly speaking, a company is not answerable to anyone other than

(2) Internal Reports. The report meant for various persons inside the Reports are prepared for the use of internal parties to various levels of management. company are known as "internal reports". They are opposed to external reports. certain minimum standards or statutory standards. As a matter of fact, intercul Truly speaking they are not public documents and as such do not conform to level of management. Reports for internal use are prepared according reports are media of written communication to transmit information to the various requirement of the recipient.

II. According to Period

There are various types of internal reports. They are :

(1) Routine Reports. Such reports are also called "periodic reports". Routine reports are indispensable for the successful operation of control mechanism. Control means to see that things are done according to predetermined standard. It involves a continuous comparison of actuals with standards to know the deviations and to take remedial measures. This is not possible unless routine reports are sent to various levels of management. The matters mainly cover working aspects of the concern which activate the control function unless communication through this written medium would act as feedback because the required information has been transmitted which facilitates effective control. The nature and subject of information and details to be reported may vary with the level of management requiring data. Routine reports are prepared periodically like weekly, fortnightly, monthly, quarterly or even daily. When reports are routine, they should not be neglected by the recipient because even slight deviations require great attention. Different colours, formats, or special types of print may be adopted to distinguish priority of the report. Matters which may require routine reports relate to sales, production capacity utilisation, yield, quality, selling cost, research and development, raw materials, market conditions, customer-behaviour, labour problems, public relations, etc.

(2) Special Reports. Certain matters may not figure in routine reports for decision-making. Different levels of management may face difficulties because of non-availability of significant and basic data for managerial decision-making. In certain crucial areas of operations or crisis situations, more details of special nature may be required. Therefore, special reports are prepared and supplied for special purposes. Certain long-term decisions like expansions, modernisation, change in method of production, or make decision to replace labour by machine, etc., which call for special reports. J.Batty states that special reports should be divided into sections, each the

main purposes such as reasons for the report, investigation made findings, conclusions and recommendations. Such reports must highlight problem, alternative courses, effects, comparison etc. The subject matters which may be covered in special reports are the state policy, technological change, shutdown, further processing, idle capacity, export proposals, decision like to vor to make, to lease or own, replacement, capital expenditure decisions,

II. Reports to the Different Levels of Management

(1) Report to Top Management. The Board of Directors is considered as the top management, which is mainly concerned with policy formations planning and co-ordinating various levels. It acts as a trustee and agent of the company. It requires detailed data and other information for planning and formulation of basic policies of the company. Various functional heads provide information to the Managing Director, who in turn submits reports to the Board of Directors.

(2) Report to Functional Management. The middle-level management is concerned with the task of implementation of basic goals and objectives formulated by the top management. The nature and matters of reports for treatment would depend upon the extent of centralisation and decentralisation of authority. The following are the various types of reports relating to operational level or functional level.

1. Production Report. The report of this type deals with:

- (a) Installed capacity
- (b) Idle capacity
- (c) Capacity utilisation

- (d) Actual production
- (e) Standard production
- (f) Manpower availability
- (g) Manpower utilisation
- (h) Number of hours worked
- (i) Output
- (j) Cost of production
- (k) Scrap
- (l) Quality aspects etc.

2. Sale Reports. Sales reports deal with all matters relating to sales operations. The report covers among others, the following important aspects:

- (a) Actual rates
- (b) Budgeted sales
- (c) Area-wise and product-wise sales figures and analysis.
- (d) Expected sales.
- (e) Analysis of difference between actual and expected
- (f) Comparison of sales with the corresponding earlier periods,
- (g) Number value and quantity or orders booked, orders executed
- (h) Credit collection and bad debts would be important aspects which
- (i) These reports necessarily have to describe the posi stock position.
- (j) The transport, commission, discount, rebate and the co selling

3. Purchase Reports. Reporting on purchases involves periodical on transactions that form part of quality, cost of production and blocking of capita the difference.

- (a) On value, quantity and the number of purchases made
- (b) The extent to which they are received and not received and reasons for
- (c) Value and quantity of materials used.
- (d) Scrap, waste, spoilage, deterioration.
- (e) extent of capital invested and avoid over investment on stores consistent with requirements.

4. Financial Reports. As the name indicates, these reports are concerned with financial matters other than which form part of the dire production. Interest, taxation sources of finance, cost of capital and nur other items which do not find a place under any other reports.

5. Reports to Junior Level Management.

These reports are also call "supervisory level management report. Supervisory level management consists of shop foreman, sales area supervisor and other sectional incharges. The pe who are working at this level are mainly concerned with the actual execution policies. Their reports concerned with day-to-day working performance of their sections. They report to their respective functional or divisional heads.

6. According to Functions. Classification of management reports is a type of reports which are according to functions. These reports are also categorised internal reports. According to function, the report may be classified into broad categories such as:

- (i) Operating report.

(ii) Financial report.

The operating reports may be further classified

(a) Control reports.

(b) Information reports, and

(c) Venture measurement report.

Financial reports may consists of :

(a) Static report

(b) Dynamic report

a) Control Reports : These reports are prepared where the control mechanism is in operation. They make comparison of the actual with the budgeted one and identify the deviations from the budgeted figures. They are useful to measure performance or results.

(b) Information Reports : The object of preparing information report is to provide information to various authorities. They are not useful to exercise control basically but help in planning and policy formulation for the future. Trend observation, statistical analysis, graphic presentation technique are used in the form of trend reports and analytical report.

(c) Venture Measurement Report. These reports accumulate information about the results of the operations to communicate in summarised form. They may relate to some specific ventures or the enterprise as a whole.

(d) Operating Reports. These reports deal with operations of the company at various divisional levels.

(e) Financial Report. These reports form the subject matter of management. These reports incorporate information about the financial position of a company on specific data or movements in finances.

IV. Corporate Reports

(1) Statutory Reports. Reports which are statutorily required to prepare under law are called "statutory reports. Statutory report, as per Section 165 of the Companies Act, 1956, Auditors' Report, Directors' Report and the Annual Accounts, Reports by the Inspectors appointed to investigate the affairs of the company are some of the important reports required by law.

(2) Directors' Report (Board's Report). Annual reports of the Directors attached to every balance sheet is called "Directors' Report". These should be attached to every balance sheet laid before a company in a general meeting, a report by its Board of Directors. The report must contain the following information:

- (i) The state of affairs of the company.
- (ii) The amount, if any, which it proposes to carry on to any reserves.
- (iii) The amount if any which it recommends should be paid by way of dividends.
- (iv) Material changes and commitments, if any, affecting the financial position of the company which have occurred between the end of the financial year.
- (v) Future prospects of the company, changes in the directorate and auditors of the company, i.e., retirement and re-election of old Directors.
- (vi) The conservation of energy, technology, absorption, foreign exchange and outgoings.
- (vii) To include whether such employee is a relative of any Director manager of the company.
- (viii) The Board is expected to give the fullest information and explanation

(3) Auditors Report. Companies may appoint auditors to scrutinise and cho the correctness or otherwise of the accounts of the company and submit the reports. The Indian Companies Act, 1956 stipulates to have auditors to audit the books and examine the affairs of the company on behalf of the shareholders and to report to them. The auditors' report should be attached to the balance sheet Including the auditors' separate, special or supplementary reports. The auditors report must cover all those statements/documents/notes which are annexed to the balance sheet and profit and loss account. Their report may contain a cross reference to any of the attached documents on part thereof.

(a) Whether he has obtained all the information and explanation which to the best of his knowledge and belief were necessary for the purpose of his audit.

(b) Whether, in his opinion, proper books of account as required by law have been kept by the company so far as appears from his examination of those books, and proper returns adequate for the purposes of his audit have been received from branches not visited by him.

(C) Whether the report on the accounts of any branch office audited under Section 228 by a person other than the company as audition has been forwarded to him as required by Clause (C) of sub-section 3 of that section and how he has dealt with the same in preparing the auditors report.

(d) Whether the company's balance sheet and profit and loss account dealt with by the report are in agreement with the books of account and returns.

(4) Non-statutory Reports : Reports which are not required to be prepared under law are called 'non-statutory reports". Such report may include Reports of Directors to the shareholders on certain special proposals or problems, report of committees on special matters like finance committee, allotment committee standing committee and special reports of the company secretary.

V. Other Reports

(1) Review Reports. The management reports must have utility and use for decision-making and policy formulation of plans. It is therefore necessary to consider the facts and events to decide the usefulness of reports. Such reports are called "Review Report", each executive should examine the report which has received

(2) Cost Audit Report, Cost Audit-report contains the matter about the scrutiny of cost records. Central government has made cost audit (report) Rules 168 The cost accounting records have been ordered by the central government. The cost audit report should contain in detail about

rules shall apply to every company in respect of which an audit of the

- i. Cost accounting system
- ii. Financial position
- iii. Capital employed
- iv. Net worth.
- v. Profit after providing for depreciation and other expenses (0 Income to be reported)
- vi. Production particulars like licensed capacity, Installed capacity
- vii. Process of manufacture
- viii. Raw materials consumed both in terms of quantity and value
- ix. Wages and salaries for all categories of employees
- x. Stores and spare parts expenditure per unit of output.
- xi. Depreciation overhead royalties, sales, abnormal non-recurring cost, Auditor observations and conclusions
- xii. Power and fuel in quantity rate per unit and total cost separately etc.

(3) Interim Report, committee may submit an interim report at any time before submitting a final report. This is done in anticipation of the subject matter of the report to be submitted at the period. This is known as an

interim report. It generally submitted after the study has been half way through and the same subject matter is incorporated in the final report

(4) Oral Report, Oral Report" means presentation of written matter before A group. One must have oral communication skill for report presentation. This method is used in every business activity and at every level. The originator of oral report prevents an informational and analytical message. The essentials of good speaking will equally apply to the oral reports. According to L.Brown The function of an oral report is to furnish the facts necessary to expedite action or to persuade someone or any number of persons to take the action the group decided on or to implement the group solution

(i)A report should be complete clear and short

(ii) To set a gentle style and tone

(iii)To know the audience.

(iv) To fix time limit to read

(vi) To divide a report into paragraphs, each paragraph should give a separate central idea.

(vii) Other principles of good oral communication and written communication are equally applicable.

Following are the logical steps to acquire self-confidence to present an oral report, suggested by Leland Brown:

(i) Preparing your talk carefully. Fear of forgetting results in stage fright.

(ii) Practising around. You will know your better after rehearsing. Practise alone going over it again and again, imagining your audience before you, or viewing yourself in a mirror.

(iii) By not memorising your talk: a tape recorder can be helpful for it allows you to hear yourself

(iv) Checking your appearance. Dress appropriately for the occasion and your audience .

(v) When you face your group, waiting a few minutes before you start to talk. Think of your audience as your friends. They want you to do well.

(vi) Beginning slowly, do not give up once you have begun, stage fright disappears after you start.

(vii) Speaking louder than ordinarily, at least at the outset.

(viii) Speaking as often as you can. The more practice you get, the easier it is to speak with confidence."

(5) Others

1. Periodical report
2. Progress report
3. Inspection report
4. Survey report
5. Investigating report
6. Project report
7. Examination report
8. Statistical report
9. Recommendation report
10. Individual report

11. Report of the committee or sub-committee, or commission

12. Formal report

13. Informal report

14. Press report

FORMATS OF REPORTS

As listed in Table 2, there are four common formats of reports, that is printed forms, letter format, memo format, and manuscript format. The choice of format can be made according to the nature, length, scope, and function of the report and type of audience.

TABLE 2. FORMATS OF REPORTS

Format	Description
Printed forms	Forms prepared to record for repetitive and routine data
Letter format	Short informal reports to be communicated to someone outside an organisation
Memo format	Short informal reports to be communicated to someone within an organisation
Manuscript format	Formal reports printed on plain paper

Printed Forms

Printed forms are generally used to collect routine information. For example, a company may keep printed forms for recording daily production or monthly sales. Similarly, an organisation may use printed forms for trip reports, conference reports, laboratory reports, inspection reports, confidential performance reports, and so on. Using a printed form is quite simple because the person filling it is just required to fill in the blanks, or tick against the listed items. Detailed descriptions or discussions need not be provided. There are three main advantages of using printed forms for reporting. Firstly, they are systematic and made for easy reading. The readers can easily locate and identify important information. Secondly, they are more objective and factual with little scope for the writer to be subjective about the content. There is no subjective interpretation of the material used in the report. Facts are recorded quite objectively. Finally, they save time. It is less time consuming to prepare a report in printed form than preparing reports in other formats. Figure 1 gives an example of a report in printed form.

TOUR REPORT

Report on Participation in Professional Conference

Office order No. 14789/2005 dated 04-01-2005

Name of the officer	Kumar Abhishek
Designation Address	Senior Marketing Manager
Address	Regional Office Services Pvt. Ltd.
Name of the conference	Emerging concepts in sales and marketing
Name of the Organiser	Indian management Association
Place of Conference	Hotel Tajmahal ,Mumbai
Duration of Conference	January14-january 18 2005

Organisation of Conference:	
(a) Sponsors of the Conference:	1 Tata Consultancy Services 2. Air Sahara 3. Reliance Industries 4. Indian Airlines
(b) Number of Participating companies	25
(c) Number of sessions	12
(d) Number of presentations	32
Date: 27th January, 2005	
Signature : Kumar Abhishek	

Fig. 1. Printed Form.

INSPECTION REPORT	
EXCEL Technovation Pvt. Ltd.	
Ph. No. 377919	Fax : 014137978
CUSTOMER CALL FEEDBACK REPORT	
Call Registration number:	Date:.....
Customer :	
Location:	

. Sys. Model	SI. No	Peripheral Add-on Model	S1. No

Service Type	Warranty/AMC/IRB/chargeable/others	Product	Home PC/Desktop/Server/SUN/IBM/Datacomm/SWPeripheral/Others
Call type	Ins/CM/PM/Proj/Up/Upg/Sitemaplothers	Call category	HW/SW

Problem Reported :-

Event	Date	Time	Event	Date	Time
Call Report Call Assigned Travel Time			Start of service		
			End of service		
			Engineer hands on time		

Action taken:-----

Call status : Closed Pending for spares Pending for customers

Pending for others

Part replaced: Yes No Under observation

	Part Number	Part Description	Quantity	Part serial no.
Part				

Replaced				
Part Removed				

For customer's use : Please rate this call by ticking an option

Extremely dissatisfied Dissatisfied Neither Satisfied nor dissatisfied
Satisfied Extremely satisfied

Customer's Feedback-----

User Name _____ Engineering Name: _____

Email ID/Tel. No. _____

Signature _____ Signature _____

Date _____ Date _____

For Office Use _____ Checked by _____

STRUCTURE OF REPORTS

STRUCTURE OF INFORMATIONAL REPORTS

Informational reports are the easiest to organise because they provide not more than facts. When writing informational reports, reader reaction is not an issue. Most readers will presumably respond emotionally to your material so you can present it in the most direct fashion possible. What you do need to be concerned about however is reader comprehension. The information must be presented logically and accurately so that readers will understand exactly what you mean and be able to use your information in a practical way.

Informational reports use a topical organisation arranging material according to one of the following topics:

Importance. If you're reviewing five product lines, you might organise your study according to the sales for each product line, beginning the line that produces the most revenue and proceeding to the that produces the least.

Sequence. If you are studying a process, discuss it step by step-1,2,3 and so on.

Chronology. When investigating a chain of events, organise the study according to what happend in January, what happened in February and so on.

Spatial orientation. If you're explaining how a physical object works describe it from left to right (or right to left in some cultures), top to bottom, outside to inside.

Geography. If location is important organise your study according to geography

Category : It you've asked to review several distinct aspects of subject look at one category at a time, such as sales, profit, cost, or investment

There are other bases for organisation. Because some information reports, especially compliance reports and internal reports, are prepared on preprinted forms, they are organised according to instructions supplied by the person requesting the information.

STRUCTURE OF ANALYTICAL REPORTS

It is more difficult to organise analytical reports that contain analysis and that are designed to lead the audience to specific conclusions and recommendations. Your choice of structural approach depends on the reaction you anticipate :

Receptive audiences. When you expect your audience to agree with you, use a structure that focuses attention on conclusions and recommendations.

Skeptical audience. When you expect your audience to disagree with you or to be hostile, use a structure that focuses attention on the rationale behind your conclusions and recommendations.

TABLE 3: COMMON WAYS TO STRUCTURE ANALYTICAL REPORTS

Elements Conclusions or Recommendations		Logical Argument		
		2+2-4	Scientific	Yardstick
Readers Order Write Credibility Advantages Drawbacks	are likely to accept Direct High Readers follow group conclusion or recommendations Structure can make topic seem too simple	Are hostile or skeptical need convincing Indirect Low Readers follow writers thinking process Structure can report longer	Need most convincing Indirect Low Readers draw their own conclusions Must discuss each alternative very longer	Need most convincing Indirect Low Alternative art all measured against some standaeds (criteria) Must agree on criteria; can be boring, very long

The three most common structural approaches for analytical reports are :

1. focusing on conclusions,
2. focusing on recommendations, and
3. focusing on logical argument.

Focusing on Conclusions

When writing an analytical report for people from your own organisation who have asked you to study something you're writing for your most receptive readers. They may know from experience that you'll do a thorough job, and they may trust your judgement. If they're likely to accept your conclusions, you can structure your report around conclusions using a direct approach.

Focusing on Recommendations

A slightly different approach is useful when your readers want to know what they ought to do as opposed to what they ought to conclude). You'll often readers to take become the main sub-divisions of your report be asked to solve a problem rather than just study it. So the actions you want your report .

Then unfold your recommendation using a series of five steps:

1. Establish the need for action in the introduction, generally byv describing the problem or opportunity. without provide
2. Introduce the benefit that can be achieved, with details.
3. List the steps (recommendations) required achieve action verbs for emphasis.
4. Explain each step more fully, giving details on procedures, costs, benefits.

5. Summarise the recommendations.

Focusing on Logical Arguments Focusing on conclusions or recommendations is the most forceful efficient way to structure an analytical report, but it isn't the best every situation. You can sometimes achieve better results by encouraging to weigh all the facts before you present your conclusions or recommend. Organise your material to reflect the thinking process that will lead to your conclusions. Three basic structural approaches may be used to argue your case: The 2 + 2 = 4 approach, the scientific method, and the yardstick approach. These three approaches are not naturally exclusive. Essentially, you choose an approach that matches the reasoning process you used to arrive at your conclusions. The way you read follows along the same mental pathways you used, in hopes that you follow to the same conclusions. In a long report, particularly, you may find it convenient to use a particular organisational approach for various sections. In general, however, simple organisation is a virtue. You need a clear, comprehensible argument in order to convince skeptical readers to accept your conclusions or recommendations.

The 2+2=4 approach: The 2 + 2 = 4 approach essentially convinces of your point of view by demonstrating that everything adds up. The main points in your outline are the main reasons behind your conclusions. Recommendations you support each reason with the evidence you come from your analysis. Because of its naturalness and versatility, the 2 + 2 = 4 approach is generally the most persuasive and efficient way to develop an analytical report for skeptical readers. When writing your own reports, try this structure first, you'll find your arguments usually fall naturally into this pattern. However, not every problem or reporting situation can be handled with this organisational approach.

The Scientific Method : When you're trying to discover what explanation is true, whether an option will solve your problem, or which

several solutions will work best. You're likely to find the scientific method lon approach Every day, hundreds of managers ask themselves." What's Wne coming up with one or several possible solutions (hypotheses) and then cond operation, and experímments or gathering information to find the most effective one.

STRUCTURE OF FORMAL REPORTS

A format reports manuscript format and impersonal tone convey an impression of professionalism. A formal report can be either short (fewer than 10 pages) or long (10 pages or more). It can be informational or analytical, direct or indirect. It may be targeted to readers inside or outside the organisation. What sets it apart from other reports is its polish. The parts included in a report depend on the type of report you are writing, he requirements of your audience, the organisation you are working for, and the length of your report.

Parts of a formal Report :

Prefatory parts	Text parts	Supplementary parts
Synopsis or executive summary List of illustrations Table of contents Letter of transmittal Letter of acceptance Letter of authorisation Title page Title fly Cover	Recommendations Conclusion Summary Body Introduction	Index Bibliography Appendix

Prefatory Parts Prefatory parts are front-end materials that provide key preliminar Although these parts are placed before the text of the report, you may information so that readers can decide whether to and how to

read the rep may not wants write them until after you have written the text. Many of these parts the table of sucha prepare after the text has been completed, because they reflect the content contents. Other parts can be prepared at almost anytime.

Cover. Many companies have standard cover for reports, made of paper and imprinted with the company's name and logo. Report titles are printed on these covers or attached with gummed labels. If your company has standard covers, you can usually find something suitable in a good static store. Look for a cover that is attractive, convenient, and appropriate to the sub matter. Choose a report title that is informative but not long.

Title fly and title page. The title fly is a plain sheet of paper with only title of the report on it. You don't really need one, but it adds a touch of formalit The title page includes four blocks of information: (1) The title of the report (2) the name, title and address of the person, group, or organisation that authorised the report; (3) The name, title and address of the person, group, or organisation that prepared the report; and (4) the date on which the report was submitted.

Title Page

A REPORT ON

Improving Blast Efficiency through

Performance Analysis

SUBMITTED TO

Department of Science and Technology

Government of India

SUBMITTED BY

<p>Rakesh Kumar</p> <p>Research Scholar, IIT, New Delhi</p> <p>DATE</p> <p>August, 16, 2014</p>

Fig. 8. Sample Title Page.

Letter of Authorisation and Letter of Acceptance

Letter of authorisation is a document requesting that a report be prepared. It normally follows the direct-request plan and it typically specifies the problem, scope, time and money restrictions, special instructions, and due date.

The letter of acceptance acknowledges the assignment to conduct the study and to prepare the report. Following the good news plan, the acceptance confirms scope and money restrictions and other pertinent details. This document is rarely included in reports.

LETTER OF TRANSMITTAL

The letter of transmittal conveys your report to your audience. (In a book, this section is called the preface). The letter of transmittal says what you would say if you were handing the report directly to the person who authorised it, so the style is less formal than the rest of the report. For example, the letter would use personal pronouns (you, I, we) and conversational language.

The transmittal letter usually appears right before the table of contents.

If the report does not have a synopsis, the letter of transmittal may summarise the major findings, conclusions, and recommendations. This material would be placed after the opening of the letter.

Table of Contents. The table of contents indicates in outline form the coverage, sequence, and relative importance of the information in the report. The headings used in the text of the report are the basis for the table of contents.

TABLE OF CONTENTS	
Preface	1
Acknowledgement	2
List of illustrations	3
Abstract	4
1. Introduction	6
2. Methodology	9
3. Discussion	10
4. Conclusion	15
5. Recommendations	19
Appendix	20
References	28

Fig. 9. Sample Table of Contents.

List of Illustrations, For simplicity's sake, some reports refer to aids as illustrations or exhibits. In other reports tables are labelled separately from other types of visual aids, which are called figures. Regardless of the system used to label visual aids, the list of illustrations gives their titles and page numbers, If you have enough space on a single page, include the list

of illustrations contents page. When tables and figures are numbered separately, the directly beneath the table of contents. Otherwise, put the list on the page after the also be listed separately. The two lists can appear on the same page if the age they fit, otherwise, start each list on a separate page.

LIST OF ILLUSTRATIONS	
Tables	
Table 1	1
Table 2	8
Table 3	12
Table 4	14
Figures	
Figure 1	3
Figure 2	9
Figure 3	22

Fig. 10. Sample List of Illustrations.

Synopsis or Executive Summary. A synopsis is a brief overview (one page or less) of a report's most important points, designed to give readers a quick preview of the contents. It's often included in long informational reports dealing with technical, professional, or academic subjects and can also be called an abstract. Because it is a concise representation of the whole report, it may be distributed separately to a

wide audience; then interested readers can request a copy of the entire report.

The phrasing of a synopsis can be either informative or descriptive, depending on whether the report is in direct or indirect order. In an informative synopsis, you present the main points of the report in the order in which they appear in the text. A descriptive synopsis, on the other hand, simply tells what the report is about, using only moderately greater detail than the table of contents the actual findings of the report are omitted. Here are examples of statements from each type.

.

Informative Synopsis	Descriptive Synopsis
Sales of super-premium ice cream make up 11 percent of the total ice cream market	This report contains information about super-premium ice cream and its share of the market

TEXT OF THE REPORT

Although reports may contain a variety of components, the heart of a report is always composed of three main parts; an introduction, a body, and closing. The length and content of each of three parts varies with the length and type of report, the organisational structure, and the reader's familiarity with the topic. Following is a brief review of the three major parts of the report text.

Introduction. A good introduction helps the reader follow and comprehend the information that follows. It invites the audience to continue reading by telling them what the report is about, why the audience should be concerned, and how the report is organised. If your report has a synopsis or an executive summary, avoid redundancy by balancing the introduction with the material in your summary. If you believe that your introduction

must repeat information that has already been covered in one of the prefatory parts, simply use different wording,

Body. This section contains the information that supports your conclusions and the recommendations as well as your analysis, logic, and interpretation of the information. Most inexperienced writers have a tendency to include too much data in their reports or place too much data in paragraph format instead of using

Closing. You want the closing of your report to summarise the main idea of any of action you expect the reader to take. In a long report, this section may be label report in a direct pattern, your closing should be relatively brief. If you have "summary." or "conclusions and recommendations." If you have organised your recommendations and conclusions for the first time, in which case this section organised your report indirectly, you may be using this section to present your could be relatively extensive.

SUPPLEMENTARY PARTS

Supplementary parts follow the text of the report and provide information for readers who seek more detailed discussion. Supplements are more common bibliography, and index.

Appendices. An appendix contains materials related the rep d to the report but not included in the text because they are too lengthy or bulky or because they lack direct relevance. However, be sure not to include too much ancillary material.

Bibliography: You have an ethical and a legal obligation to give other people credit for their work. A bibliography is a list of secondary sources consulted when preparing the report. You might call this section "sources" or "references" if it includes works consulted but not mentioned in your report.

USE OF ILLUSTRATIONS

Reports to convey important Ideas, When preparing your own e, yo Planning visuals. Business people include charts and her 4 w to include visuals for the same reason. But which would you prepare M/ or text? Suppose, you've just completed the research for an with the introduction and proceed page by page until you've couples Ne you're about to begin the composition phase, Your first impulse ri or script. Almost as on after thought you might illustrate your Words y ay photographs. Although fitting visuals to complete text makes y In a few Visuals--tables, charts, graphs schematic drawing experienced business people prefer to begin with the visuals

Preparing your visuals first has three advantages. ro, finding and analytical work is already in tabular graphic form, Second, by starting with the visuals, you develop a graphic story line and refining your visuals will help you decide exactly, what you're goiey lo, used for your written report. Third, because your text will explain and any tables, charts and diagrams you include you save time by having before beginning to compose your text particularly if you plan to use quotes visuals.

TABLE 4: WHEN TO USE VISUALS

Purpose	Application
To clarify	Support text descriptions of "graphic" topics : quantitative numeral information explanations of trends descriptions.

To simplify	Break complicated descriptions into components that can depicted with conceptual modules, flowcharts, organisation chart or diagrams,
To emphasize	Call attention to particularly important points by illustrating em with line bar and pie charts.
To summarize	review major points in the narrative by providing a chanto that sums up the data.
To reinforce	Present information in visual and written form to increase senses retention
To attract	Make material seem more interesting by decorating the one title page and by breaking up the text with visual aids.
To impress	Build credibility by putting ideas into visual form to impression of authenticity and precision.
To unify	Depict the relationship among points for example, With a flowchart.

Identify Points Requiring Visuals Support

Once you have selected the information that you will include in your report, Requiring Visual Support you must identify which points to illustrate

visually. Suppose you've been asked following data or market share for the past month : to compare your company's recent sales with those of a competition you have the you have the following data or marked share for the past month:

Sales Region	Your Company's Share	Competitor's Share
North	10%	25%
South	40	8
East	32	32
West	20	23

What message can you derive from this set of data? Some of the possibilities include the following:

- The two companies perform differently in different regions. Your company is strongest in the south, where your competitor is weakest.
- The two companies performances are similar in the east and west.
- Both companies are uneven in their market share from region to region.

All these messages are true, and all of them might be useful. Your job is to analyze the information and decide how to present it.

Maintain a Balance Between Illustration and Words Your goal is to achieve a reasonable balance between verbal and visual information. The ideal blend depends on the nature of your subject. Avoid drafting a report with too visuals.

Selecting the Right Visual for the Job-Once you've selected which points to illustrate visually, your next step is to select the type of visual that will present your data most clearly and effectively to your audience, For instance using the market share data from our earlier example, how would you visually communicate the differences between your company's market share and your competitor's? A pie chart? A bar chart? Both could work in this case. Keep in mind that most of visuals are not interchangeable Some types of visuals depict certain kinds of data better than others:

- To present detailed exact values, use tables.
- To illustrate trends over time use a line chart or a bar chart.
- To show frequency or distribution, use a pie chart, segmented bar chart, or area chart.
- To compare one item with another, use a bar chart.
- To Compare one part with the whole, use a pie chart.
- To show correlations, use a line chart, a bar chart, or scatter (dot) chart.
- To show geographic relationship, use map
- To illustrate a process or a procedure, use a flowchart or a diagram.

Here's a closer look at each of these visuals.

Tables

When you have to present detailed specific information, choose in the text. Every table includes vertical columns and horizontal rows, with and side. Tables projected onto a screen during *Sente fon should be I presentation limited to three column heads and six row head has too many columns to fit comfortably between the margins of the I on paper may include from one or two heads to a dozen or more. turn the paper horizontally and insert it in the report information, you can present some data more simply within the text. Although formal table set apa...

Line and Surface Charts

A Line chart illustrates trends over time or plot the relationship of two variables. In line charts showing trends, the vertical, or y, axis shows the amount, and the horizontal, or x, axis shows the time or the quantity being measured. Ordinarily, both scales begin at zero and proceed in equal increments; however, Fig 11A. the vertical axis is broken to show that some of the increments have been left out. A broken axis is appropriate when the data are plotted far above zero, but be sure to clearly indicate the omission of data points.

A simple line chart may be arranged in many ways. One of the most common is to plot several lines on the same chart for comparative purposes, as shown in Fig. 11B. Try to use no more than three lines on any given chart, particularly if the lines cross.

. Line Chart with Multiple Lines.

Another variation of the simple line chart has a vertical axis with both positive and negative numbers (see Figure 12A) This arrangement is handy when you have to illustrate losses.

[3:56 PM, 4/10/2020] Swati: Other Development Considerations

Colours and shading of colours that can be computer-generated for are almost endless. You can use colour differences to enhance visual effects to

1. Attract attention. (Emphasize key information.)
2. Show contrast (use different colours or cross - hatch patterns for comparison of different data categories)
3. Create moods. (Yellow, orange, and red are warm colours that should, used to highlight. Red is associated with danger or stop and could be used for and harmony and are good background colours.) negative trend. Green, blue, and violet are cool colours associated with ocn

There should be good contrast on a visual between text and its background which gives the best contrast. For oral presentations given in a darkened room light .

About 10 percent of the population is colour blind, so do not use green and red next to each other because these two colours present the most problem people with colour blindness. Use different symbols or dashed, dotted and lines for line graphs even if you are colour coding. This redundancy will views who have a problem distinguishing colour. Pure blue should'nt be used text or fine details particularly on a black background.

Graphics programs that apply the same colour and design pattern throughout give an attractive, uniform appearance to similar visual aids. For boi slides and transparencies made with a graphics software program, selecting a predesigned format is usually wise because colours have been selected complement one another.

Selecting the right type of visual to achieve your purpose is an important consideration in planning visuals for development, the revision note compare the purposes for different visual aids for written reports and presentations.

UNIT- II

PRELIMINARY STEPS AND PROCEDURE OF WRITING REPORT

Whether one has to write a short informal report or a long formal report one needs to follow preliminary steps and procedure writing report . as report a systematic attempt to discuss problems situations are conditions and stimulate thinking what action in in individuals and groups a system and plan of writing should be followed

The following steps will help in organising and presenting the report systematically

- 1 analysing problem and purpose
- 2 determine the scope of the report
- 3 determine the needs of the audience
- 4 gather all the information
- 5 analyse and organise the information
- 6 write the first draft
- 7 revise review and edit
- 8 write the final draft

Analyse the problem and purpose:- the process of writing effective report begins with and objective analysis of the problem that is to be discuss and objectives of writing the report in other words the following two question need to be answered before beginning to write a report.

- 1.What do you want to represent or discuss the report ?
2. why do you want to present it ?

Determind the scope of the report :-

In order to keep the report free precise and to the point, the amount of information gathered should be limited to the most essential and important facts. It is important to define a reasonable scope of the report. By determining the scope of the report the writer will be able to decide what should be covered in it, and gather appropriate background information and supporting data. The scope of the report should be narrow down and made specific so that a reasonable length is maintained.

Determine the Needs of the Audience. When a report is being planned, the iter should know who will eventually read it. However, many report writers We their readers. A report will be effective only if the writer is able to connect purpose with the interests and needs of his/her readers. When planning a HR, the writer should think from his/her readers' perspective, He/she should making false assumptions about his/her

readers and should strive to be article and rationale. The following questions are relevant in this context.

- Who is the audience? (age, education, subject knowledge, professional affiliation, status, preferences, biases, attitudes, interests, language level, and so on.)
- How is the report relevant to the audience?
- What is in it for the audience?
- What does the audience expect from the report?
- How much background information will the audience need?

Answers to these questions will provide essential information about the readers that will help the writer to make important decisions about the content, the nature of information that he/she needs, and the level of language that he/she should use in his/her report.

Gather All the Information. Once the problem and purpose has been analysed, the scope is defined, and the audience has been analysed, the writer is ready to gather information. As he/she knows what he/she is looking for, he/she may not find it very difficult to gather information. He/she may gather information. He/she may gather information through primary sources (discussions, interviews, observation, surveys, questionnaires, experiments, and so on) or secondary sources (Internet, reports, books,

journals, dissertation, magazines, pamphlets, newspapers, and so on) However, it is important to ensure that the information is accurate, bias free, current, and relevant.

Analyse and Organise the Information. Once the information has been gathered, the report writer needs to analyse and organise it. Analysis of information involves evaluating the information objectively, making comparative analysis of different sets of information for obtaining new ideas, and interpreting facts and figures for their relative importance. Organising the information involves using an appropriate logical pattern to arrange the information in the report. Before actually organising the information, an outline may be prepared by choosing the central idea, main idea, the major supporting ideas, and developing the details.

Writing the First Draft. Once the outline has been prepared and the organisational pattern of the report has been decided, the first working draft can be written. While writing the first draft, the following points must be remembered:

- Focus on the scope and purpose of the report.
- Simple and direct language should be used but perfect expression should not be overstressed.
- A computer should be used for preparing the report.

- The draft should be written rapidly.

Reviewing and Revising. Once the rough draft of the report has been written, should be reviewed, edited, and revised in order to improve the quality of its intent and presentation. Reviewing is the process of analysing whether the report *achieved its purpose, whereas editing involves correcting its format, style grammar, spelling, and punctuation. Revision focuses on improving the content and language of the report.*

Writing the Final Draft. *Once the rough draft of the report reviewed and revised, the final draft can be composed. When writing the final draft, the following points should be taken care*

The report should be simple, clear, concise, direct, and readable:

Appropriate words, short sentences and meaningful paragraphs should be used

Appropriate linking devices should be used.

Graphic highlighting techniques to improve readability and comprehension should be applied.

Important points should be emphasized.

Essential Requirements of Good Report-Writing:- *A report is prepared by a writer which the recipient has to read and, as such, it must be capable of being understood by the readers.*

Following are some of the essentials to be taken into consideration while writing a report:

1. Selecting of title : *The report should be suitably titled. The title should be appropriate. A short and suitable title should be selected. The title also should indicate the person or the department who needs the report, for instance, 'sales report', 'store report, 'financial report'.*

2. Cleanness : *The report must be clear. The language should marshal arguments the orderly process of ideas, the disposition of parts so that each finds its proper place.*

3. Completeness: *The report must be complete. The report must show the good and the bad, the perfect and imperfect, the desirable and the undesirable*

4. Conciseness : *The report must be coincide. The writer should cover the subject in the finest possible words to express what is in his mind.*

5. Simplicity: *A report is a written medium of communication. The language should be as simple as possible. The report should be prepared without scientific and technical language unless the report is about scientific and technical matter*

6. Courtesy: *Probably the best principle for writing a report is the quality courtesy. Courtesy indicates politeness, consideration and respect. While writing it is necessary to evaluate the reader or user of the report. Whether*

a messages positive, negative, satisfactory or disappointing, it should be courteously covere For instance:

I regret to say - Discourteous.

I am sorry to say - Courteous.

7. Accuracy : *it involves an apt format, logical arrangement of matter, su word selection, appropriate grammar, correct spelling and punctuation. In the report, he should keep in mind the person whom the report will be addressed and try to select the right method of presentation, best suited to appeal to persons.*

8.Coherence: *A report is coherent when the relationships among ideas are dear to readers. The major components of coherent report are a logical sequence of related ideas and clear transitions between these ideas.to paragraph that results in coherence.Presenting ideas in a logical sequence in the most important requirement in achieving coherence throughout transition is also essential. Without it your report cannot achieve the smooth flow from sentence to sentence and from paragraph*

9. Adaptability: *The nature and subject of the report and its coverage should as far possible be served and suited to the person using it to the purposes for which it is required. Steps and remedial actions can be taken when the report contains in precise terms possible suggestions, solutions and summary of recommendations. The advantage of written*

communication by reporting lies in various forms and varied presentation to suit the temperament and outlook of different persons at varie the doa According to Welsh: "In the design of reports suited to the principal user, consideration must be given to the method of presentation. Those executives. of management. who are going to utilise the reports have different backgrounds, working methods. personalities and personal preferences. Executives having controller-ship background, prefer tabulated and detailed data, those having engineering background frequently prefer graphic presentation and highly summarised data.

10. Attractiveness: *R.B. Lewis has observed, "In meeting this broad requirement in reporting the accountant assumes the role of an artist. His task is to print a picture that will appeal to the eyes. His report should serve as panorama which is attractive in an artistic sense and therefore, one that will be regarded and studied by the potential viewer*

WRITING VARIOUS TYPES OF REPORTS ON TECHNICAL TOPICSTECHNICAL REPORT

A Technical REPORT conveys specialized information. There are no standard format or organizational plans for technical reports. However, organization will offer specific particular formats and plans to be used for internal technical report. Standardized formats make it easy for readers to scan reports for letter format is shown in figure,1 Technical terms need not

be defined when a technical report is prepared for someone familiar with the terminology. If the reader does not have the appropriate expertise, however, technical words used in the report must be clarified. A good rule information of particular interest to them. An example of a technical report in to follow is to remember the principles of business communication.

KAPIL TESTING SERVICE

Sector 43, Gold Souk, Gurgaon

Telephone : 01242573916

November 11, 20xx

TESTING RESULTS

On November 7, Technicians collected carpets dust samples from various ons in your office complex. Samples were sealed and delivered to our laboratory where they were examined.

Results

Sample No.	Location	CFU/Gram	Primary Organisms
1A	Reception Area	590,000 CFU/Gram	Cladosponium 90% Alternaris other <10%
2A	Sharma's office	700,000 CFU/gram	Cladosponium 90% Alternaris other <10%
3A	Malik's office	800,000 CFU/gram	Cladosponium 80% Alternaris other

			<10%
<p>"CFU = Colony forming units</p> <p>Recommendations Based on these results we recommend that the carpet be removed and tile or wood flooring be installed. New flooring should reduce the allergy likereactions you and your employees have been experiencing. If you have questions about the data or this recommendation. Please phone.</p> <p>Sd. K.P. Sarin</p> <p>K.P. Sarin Industrial Hygienist</p>			

PROGRESS REPORTS

A Progress report provides information about a project - its status, whether it is on schedule and within budget, and so on. Progress reports are after submitted by a contracting company to a client company. They are used mainly for projects that involve many steps over a period of time and are issued at regular intervals to state what has been done and what remains to be done. Progress reports help keep projects running smoothly by helping managers assign work, adjust schedules, allocate budgets, and order supplies and equipment. All progress reports for a particular project should have the same format. The Introduction to the first progress report should identify the project, any materials needed, and the project's completion date. Subsequent reports summarize the progress to date; include the status of schedules and costs; list the steps that remain to be taken; and conclude with recommendations about changes in the schedule, materials, and so on.

SAMPLE REPORT I - PROGRESS REPORT

Apex Builders, Dehradun

Progress Report	
Date.....	
Name of the work or project.	
Total work to be completed.	
Work completed till date	
Work to be completed	
possible date for completion	
Suggestions :	
(a) If more funds,	
why and how much	
(b) Extension of duration	
(c) Increase in skilled/unskilled labour	
Remarks, if any ..	
Signature	
Designation of reporting officer	

ACTIVITY REPORTS

Within an organization, employees often submit activity reports on the progress of ongoing projects.

Managers may combine the activity reports of several individuals or teams into larger activity reports and, in turn, submit those large reports to their

own managers. The activity report shown in Figure 28 was submitted by a manager (Wayne tribinsk) who supervises employees, the reader of the report (K. Hunter) is Tribin's manager.

Because the activity report is issued periodically (usually monthly) and contains material familiar to its readers, it normally needs no introduction or conclusion, although it may need a brief opening to provide context. Although the format varies from company to company, the following sections are typical : current Project, Current Problems, Plans for the Next Period, and Current Staffing Level (for managers).

INTEROFFICE MEMO

Date: June 6, 20

To: K. Hunter, Director of IT

From: Wayne Tribinski, Manager, Applications Programs

Subject : Activity Report for May, 20..

We are dealing with the following projects and problems, as of May 31.

Projects :

1. For the Software Training Mailing Campaign, we anticipate producing a set of labels for mailing software training information to customers
2. The Search Project is on hold until the PL/I training has been completed, probably by the end of June.

3. The project to provide a data base for the Information Management System has been expanded in scope to provide a database for all Training activities. We are rescheduling the project to take the new scope into account

Problems :

The Information Management System has been delayed. The original schedule was based on the assumption that a systems analyst who was familiar with the system would work on this project. Instead, the project was assigned to a newly hired systems analyst who was inexperienced and required much more learning time than expected.

Bill Michaels, whose activity report is attached, is correcting a problem in the CNG Software. This correction may take a week.

Plans for Next Month

Complete the Software Training Mailing Campaign.

Resume the Search Project.

Restart the project to provide a database on information management with a schedule that reflects its new scope.

Write a report to justify the addition of two software developers to my department.

Congratulate publicly the recipients of Meritorious Achievement Awards: Bill Thomson and Nancy Burk.

Current Staffing Level

Current Staff : 11

Open requisitions : 0

Attachment

FEASIBILITY REPORTS

When organisations consider a new project-developing a new product or service, expanding a customer base, purchasing equipment, or moving operations, they first try to determine the project's chances for success. A feasibility report presents evidence about the practicality of a proposed project based on specific criteria. It answers such questions as the following: Is new construction or development necessary ? Is sufficient staff available ? What are the costs? What are the legal ramifications ? Based on the findings of this analysis, the writer offers logical conclusions and recommends whether the project should be carried out. When feasibility reports stress specific steps that should be taken as a result of study of a problem or an issue, they are often referred to as recommendation reports. In the condensed feasibility report a technology consulting firm conduct a feasibility study to determine how to upgrade its computer system and internet capability.

Before beginning to write a feasibility report, analyse your readers' needs and the purpose of your study. Then write a purpose statement, such as "The purpose of this study is to determine the feasibility of expanding our research and development operations."

REPORT SECTIONS

Feasibility reports vary in length from several pages for small projects to dozens for very large projects. Regardless of length, every feasibility report should an introduction, a body, a conclusion, and a recommendation.

Introduction. The introduction states the purpose of the report, describes the circumstances that led to the report, and includes any pertinent background information. It may also discuss the scope of the report, any

procedures or methods used in the analysis of alternatives, and any limitations of the study.

Body. The body of the report presents a detailed review of all the alternatives under consideration. Examine each alternative according to specific criteria, such identifying the subsections with headings to guide readers.

Conclusion. The conclusion interprets the available options and points to one option as the best or most feasible.

Recommendation. The recommendation section clearly presents the writer's opinion on which alternative best meets the criteria as summarised in the conclusion.

Laboratory Reports

A laboratory report communicates information acquired for laboratory testing or a major investigation. It should begin by stating the reason that a laboratory investigation was conducted; it should also list the equipment and methods used during the test, the problems encountered, the results and conclusions reached, and any recommendations. The example in Sample Report II, shows sections from a typical laboratory report.

A laboratory report emphasizes the equipment and procedures used in the investigation because those two factors can be critical in determining the accuracy of the data and even replicating the procedure if necessary. Although this emphasis often requires the use of the passive voice, you should present the results of the laboratory investigation clearly and precisely. If your report requires graphs or tables, integrate them into your report.

SAMPLE REPORT II : LABORATORY REPORT

ABC Technologies Pvt. Ltd.

Faridabad, Haryana

Laboratory Report

Date :

Name of the Investigator.....

Position

Name of the other Investigators of the team (if any)

Heading

Experiment No.

Date of experiment.....

Statement of purpose

Apparatus used

Method or procedure followed.

Detailed calculations/observations

Conclusions

Signature

Investigative Reports

Investigative reports may be written for a variety of reasons-most often in response to a request for information. You might be asked, for instance, to determine how your Web site compares to those of competing companies in your industry or to learn the level of satisfaction among your customers. An investigative report gives a precise analysis of a topic and offers conclusions, as is the case of the investigative report shown in figure 30.

Open the report with a statement of its primary and (if any) secondary purposes, then define the scope of your investigation. If the report includes a survey of opinions, indicate the number of people surveyed, income categories, occupation, and other identifying information. Include any information that is pertinent in defining the extent of the investigation. Then report your findings and, if necessary, discuss their significance in the report with your conclusions. Sometimes the person requesting the investigative report may ask you to make recommendations as a result of your findings. In that case, the report may be referred to as a recommendation report,

Investigative Report

Memo

To : Naveen Chawla, Training Manager

From : Charles Harold, Senior Instructor

Date: February 7, 20XX

Subject : Adler's Basic English Program

As requested, I have investigated Adler Medical Instruments (AMI's) Basic English Program to determine whether we might adopt a similar program. The purpose of AMI's program is to teach medical technologists

outside the United States who do not speak or read English to understand procedures written in a special 800-word vocabulary called Basic English.

This eliminates the need for AMI to translate its documentation into a number of different languages. The Basic English program does not attempt to teach the medical technologists to be fluent in English but, rather, to recognise the 800 basic words that appear in Adler's documentation.

Course Analysis:- The course teaches technologists a basic medical vocabulary in English it does not provide training in medical terminology. Students must already know, In their own language, the meaning of medical vocabulary by the meaning of the word hemostat). Students must also have basic knowledge of their specially must be able to identify a part in an illustrated par book, must have used AMI products for at least one year, and must be able to read and write in their own language. Students are given an instruction manual, an illustrated book of equipment with parts and their English names, and pocket reference containing the 800 words of the Basic English vocabulary plus the English name of parts, Students can write the corresponding word in their language besides. The English word and then use the pocket reference The course consists of 30 two-hour lessons, each lesson introducing approximately 27 words. No effort is made to teach pronunciation, the course teaches only recognition of 800 words, which include 450 nouns, 70 verbs, 180 adjectives and adverbs, and 100 articles, prepositions, conjunctions, and pronouns. a bilingual dictionary.

Course Success :-The 800 word vocabulary enables the writers of documentation to provide medical technologist with any information that might be required because the subject areas are strictly limited to usage troubleshooting, safety, and operation of AMI medical equipment. All non essential words (apple, father, mountain, and so on) are eliminated, as are most synonyms (for example, under appears, but beneath does not).

Conclusions and Recommendations :-AMI's program appears to be quite successful, and a similar approach could also be appropriate for us. I see two possible ways in which we could use some or all of the elements of AMPa program; (1) in the preparation of our student manuals or (2) as AMI uses the program. I think it would be unnecessary to use the Basic English method preparation of manuals for all of our students. Most of our students are English speakers to whom an unrestricted vocabulary presents no problem. We will use the Basic English vocabulary and write our instructional materials in it. Because our product lines are much broader than AMI's, however, we would need to create illustrated parts books for each of the different product lines.

WRITING VARIOUS TYPES OF REPORTS ON BUSINESS TOPICS

It is said to fail to prepare is to prepare to fail. It holds good for business reports importance of preparing and planning in writing a business report cannot be emphasized. Often, however, we simply ignore this aspect while writing business reports. As a result we plunge too quickly into the writing process itself up failing to realize the true objective of business report. While writing a report before you make an overall plan, don't write anything on paper. It will be a sheer wastage of time and energy.

Before you start writing a business report, you must do the following:

1. Set your objective
2. Assess your objective
3. Decide what information you will need and collect data
4. Form an outline

These activities constitute the planning stage of business reports writing and the amount of time and thinking you spend on them will make a vast

difference b the effectiveness of all the work that will follow. Preparatory steps contain the purpose and scope of writing a business report. They include determining audience, collecting data, organising material, and preparing an outline. Before drafting a business report, you need to undertake these steps.

Data Collection

After defining your objective, scope and purpose, the next step is collecting data. Recognising the sources of information and collecting information nes the primary task at this stage. Formal writing cannot depend on ation and assumptions. It requires solid proof. This shows the importance data collection in business report writing.

Sources

The following sou following sources can be approached for data collection :

- (a) Encyclopedias,
- (b) Text books,
- (c) Office records,
- (d) Government publication
- (e) Internet
- (f) Magazines,
- (j) Newspapers,
- (k) Computer database

Methods of Data Collection :-

The following methods can be used for data collection :

- Personal observation.
- Personal interview
- Telephonic interview
- Mail questionnaire

Personal observation. Some reports base on your personal observation example, you write a report on an experiment you carried out in the laboratory job you performed, and thus you develop careful observation. This method the following merits and limitations.

Merits	Limitations
First hand information	Time consuming
Very reliable public	Not necessarily convincing

Telephonic interview. Another method of collecting data is interview - personal or telephonic. If the information you seek is of a routine nature and only brief answers are required from a small number of people you can contact them on telephone and save time on travelling. But often you may not get a effective feedback on the telephone as is possible through personal interview. Following are some of the merits and demerits of this method of data collection.

Merits

- Quickest of survey Techniques
- Low refusal rate

- Memory factor eliminated
- Low cost occasionally
- High returns
- Approach and questions standardized
- most reliable in matters of costly and time consuming routine research

Demerits

- No detailed data available
- Observation eliminated
- Limited information
- Little time for orientation and reaction
- Respondents antagonistic
- Not essentially representative
- Low credibility

Personal interview. While collecting data by conducting personal interviews you should be shrewd, observant, and sensitive to the reaction of the person you are interviewing. You must be quick to read just your approach and attitude to suit each case. You need first to secure a person's attention, excite his interest, and establish a rapport so that he/she responds and cooperates in giving you the information you want. This depends on your skill of handling people. First you must do your own homework well. While deciding on the questions to be asked during the interview, break your discussion into significant components for easy handling and frame the questions accordingly. The set of questions that you prepare for the purpose is called an interview sheet. Conducting personal interview has its own advantages and disadvantages.

Advantages

- Flexible

- Direct information
- Orientation possible
- Non-verbal interpretation possible
- Least obscure
- First hand impression
- questions can be repeated or rephrased

Disadvantages

- Limited coverage
- Costly and time consuming
- Prone to discussion
- Subjective information
- Given to chance and failure
- May influence responses
- Respondents may not respond to personal or embarrassing questions

Tips for planning and conducting personal interviews :

- 1) Get a prior appointment from person whom you plan to interview and inform him/her about its purpose.
- 2) Prepare an interview sheet at least with ten possible questions relevant to your report survey.
- 3) Think of your opening and closing and also visualize the kind of expressions you plan to use for making the environment conducive at that time.
- 4) Be clear about your purpose of collecting the data.
- 5) Dress well and reach the venue on time.
- 6) Carry a pen and a notepad for taking down the answers.
- 7) If you wish to record the interview seek permission before hand.

- 8) After reaching the venue, greet your interviewer warmly, orient him/ her to the interview briefly and then begin your interview.
- 9) Show your zeal and interest in the answers by listening actively
Do not digress, and bring the interviewee back to the topic if he/she gets digressed.

Mail questionnaire. when a wide geographical coverage is required to cover ge number of people have to be contacted, the most efficient and method is to collect data through mail questionnaire. This method relative merits and demerits as follows:

Merits

- Cheapest method
- Covers wide area
- Specific, accurate, processable
- Covers a large number large number of respondents
- Most scientific and reliable
- Reduce hesitation

Demerits

- No clarification possible
- Not necessarily correc
- t illiterate can't answer
- Time consuming
- Not face to face. High refusal rate

1. Basic requirements

- (a) good mailing list
- (b) Good covering letter
- (c) Interested respondents

2. Tips for framing a good questionnaire

- (a) set objectives for every question you ask
- (b) Be pointed, short and clear
- (C) Figure out possible answers
- (d) Phrase the question clearly ; let there be no room for ambiguity
- (e) Avoid leading questions
- (f) Avoid delicate questions
- (g) Avoid long and complicated questions
- (h) Arrange the questions logically
- (i) Don't ask questions that require lengthy answers
- (j) Leave enough blank space for answering
- (k) Don't repeat the questions

3. Additional tips

- (a) Enclose the covering letter with a self addressed, stamped envelope
- (b) Assume confidentiality
- (C) Ensure action and be courteous

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COURSE : B.Tech , Branch : MECHANICAL Engineering , Sem- 6th**

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COURSE : B.Tech , Branch : MECHANICAL Engineering , Sem- 6th**