

BCA 1ST Semester

BCA-103 LANGUAGE AND COMMUNICATION

UNIT: 1 & 2

What is Technical Documentation?

Technical documentation is the foundational information about the underlying architecture, materials, and process for interfacing with, or building on top of, existing technology.

In software, technical documentation outlines the various **API** routes and endpoints the developer can access, or it can explain the libraries, integrations, and dependencies of the SDK.

Every engineer who has ever written code in any language has referenced technical documentation at one time or another. Even the programming languages themselves have technical documentation.

Short reports :

Short reports are nearly the same as longer ones, though they do not include any conclusions and opinions of the author. These papers are meant to give you important information about a certain topic.

Long report :

A long report always has a title, introduction, body, and then conclusion. **It is always** more than one page in length. It sometimes contains a covering letter that mentions all the details that are included in the long report. At the end of the long report, there is bibliography and appendix.

Difference Between Short Report and Long Report

A short report is also called informal report while a long report is sometimes referred to as formal report. A short report is often no more than a single page of statement containing facts and figures in the most concise manner. A short report is like a memorandum and does not need a cover. This style of report is often casual and relaxed. The style of writing includes use of first person such as I and We in sharp contrast to long report where full names of people are used.

A long report always has a title, introduction, body, and then conclusion. It is always more than one page in length. It sometimes contains a covering letter that mentions all the details that are

included in the long report. At the end of the long report, there is bibliography and appendix. It is common to have a long report printed and bound with hard cover. The tone in a long report is restrained and somber in contrast to a short letter.

What is language?

Language can be described as the words (vocabulary), phrases, grammar and expressions we use and how we organize them in order to communicate. Language ability is both receptive (what we understand when others use it) and expressive (what we ourselves produce and use). Both are essential for individuals to be able to function well in society.

All languages have clear systems and structures. At its most basic, language is a system of:

- › **sounds,**
- › **hand-shapes,**
- › **marks**
- › **or touches**

All of these individual elements are used to form meaningful words. When humans use words together with rules (called grammar), they are able to communicate an endless amount of complicated information.

Some people think all language is spoken and written, but many deaf people use sign languages.

Language can be conveyed and received by:

- › **speaking and hearing**
- › **writing and reading**
- › **signing and seeing**
- › **touching and feeling, or**
- › **a mix of any or all these ways of communicating.**

Whatever the means used, language is the main way that people everywhere communicate with each other.

Sign language is a language like any other, with its own grammatical constructs. The difference is that it is communicated through hand movements and facial expressions and not through speech.

What is communication?

Communication is the act of sharing and receiving information through a variety of media to various individuals. Study the definition and importance of communication, and the different types and styles of communication.

Communication is the way we express ideas and thoughts so we can get our meaning across to others. It is vital in order for us to share information, and build relationships with people. It is also crucial for our social and emotional wellbeing.

Language is the most important part of human communication, but communication happens in many other ways - through sounds, facial expression, tone and pitch, touch, gesture, signs.

Communications Process

Communications is a continuous process which mainly involves three elements viz. sender, message, and receiver. The elements involved in the communication process are explained below in detail:

1. Sender

The sender or the communicator generates the message and conveys it to the receiver. He is the source and the one who starts the communication

2. Message

It is the idea, information, view, fact, feeling, etc. that is generated by the sender and is then intended to be communicated further.

3. Encoding

The message generated by the sender is encoded symbolically such as in the form of words, pictures, gestures, etc. before it is being conveyed.

4. Media

It is the manner in which the encoded message is transmitted. The message may be transmitted orally or in writing. The medium of communication includes telephone, internet, post, fax, e-mail, etc. The choice of medium is decided by the sender.

5. Decoding

It is the process of converting the symbols encoded by the sender. After decoding the message is received by the receiver.

6. Receiver

He is the person who is last in the chain and for whom the message was sent by the sender. Once the receiver receives the message and understands it in proper perspective and acts according to the message, only then the purpose of communication is successful.

7. Feedback

Once the receiver confirms to the sender that he has received the message and understood it, the process of communication is complete.

Importance of Communication

1. The Basis of Co-ordination

The manager explains to the employees the organizational goals, modes of their achievement and also the [interpersonal relationships](#) amongst them. This provides coordination between various employees and also departments. Thus, communications act as a basis for coordination in the [organization](#).

2. Fluent Working

A manager coordinates the human and physical elements of an organization to run it smoothly and efficiently. This [coordination](#) is not possible without proper communication.

3. The Basis of Decision Making

Proper communication provides information to the manager that is useful for [decision making](#). No decisions could be taken in the absence of information. Thus, communication is the basis for taking the right decisions.

4. Increases Managerial Efficiency

The manager conveys the targets and issues instructions and allocates jobs to the [subordinates](#). All of these aspects involve communication. Thus, communication is essential for the quick and effective performance of the managers and the entire organization.

5. Increases Cooperation and Organizational Peace

The two-way communication process promotes co-operation and mutual understanding amongst the workers and also between them and the [management](#). This leads to less friction and thus leads to industrial peace in the factory and efficient operations.

6. Boosts Morale of the Employees

Good communication helps the workers to adjust to the physical and social aspect of work. It also improves good human relations in the industry. An efficient system of communication enables the management to motivate, influence and satisfy the subordinates which in turn boosts their morale and keeps them motivated.

Formal Communication →

Formal communications are the one which flows through the official channels designed in the organizational chart. It may take place between a superior and a subordinate, a subordinate and a superior or among the same cadre employees or managers. These communications can be oral or in writing and are generally recorded and filed in the office.

Formal communication may be further classified as Vertical communication and Horizontal communication.

Informal Communication →

Any communication that takes place without following the formal channels of communication is said to be informal communication. The Informal communication is often referred to as the 'grapevine' as it spreads throughout the organization and in all directions without any regard to the levels of authority.

The informal communication spreads rapidly, often gets distorted and it is very difficult to detect the source of such communication. It also leads to rumors which are not true. People's behavior is often affected by the rumors and informal discussions which sometimes may hamper the work environment.