

Unit-5


Job Letter


Job letter is a letter written by the job applicant to the employer with detail information and qualification of the applicant for the post intended to peruse the employer for providing the post to him.



Types of Job Letter

 **Solicited**
→ is written in response to an advertisement...

 **Un-solicited**
→ is written at the initiative of the applicant to an organization that has no advertised vacancy...





Application Included Resume:

All information about qualifications, experience, and personal details are given... within Cover Letter!

Date: 29th August, 2008

To
Director HRD
American Bank Ltd.
Head Office
45/A, Northern Street, California.

Subject: Application for the post of a Senior Executive.

Sir/Madam,

In response to your advertisement published in "The Daily Voice" on 26 August, 2008, I would like to offer myself as a candidate for a Senior Executive. My particular and essential information for your kind consideration.

Name : John McClain
Address : House 14, 12 North Street, California 12432.
Religion : Christian
Date of Birth: 11th February, 1982
Phone No : 01243657872
E-mail : john_ca@aol.com

Educational Qualification:

A Level : Score is 3.6 in Business Studies (North Town School)
Hon's : Score is 3.5 in Finance (California University)
MBA : Score is 3.4 in MIS (Lindokwe University, UK)

Experiences:

2004-2006 in ITS Development Board as a Trainer of Business Application Modules.
2006-2008 in United Insurance Company Ltd. as a Junior Financial officer.

Reference:

Johan Smiths
Co-Director of United insurance Co. Ltd
Contact No: 0134256739

I therefore hope that you will give the opportunity to face the interview and I believe that if I am employed, I will be able to show my competence.

Yours Sincerely,
J. McClain
Mr. John McClain



Cover Letter attached with Separate Resume:

It has **Two** parts:

- **Covering Letter**, contains the brief of Interest about the Job, reference of advertisement & brief information about job seeker...
- **Resume**, contains the broad information about the applicant. Personal, Educational, Experience, Other Interest and Activities, Reference – Information are Added with it...



Date: 29th August, 2008

The
Director HRD
American Bank Ltd.
Head Office
45/A, Northern Street, California.

Subject: Application for the post of a Senior Executive.

Sir/Madam,

In response to your advertisement published in "The Daily Voice" on 26 August, 2008. I would like to offer myself as a candidate for a Senior Executive. I heard about my work and responsibility for this job, and I am very hopeful. It could be helpful for my next future. And I am much skilled for financial planning, management, computer applications. And this job helps me to share my experience too, if you favor me with an opportunity. I shall spare no pains to serve you up to your satisfaction. My particular and essential are enclosed with for your kind consideration.

I therefore hope that you will give the opportunity to face the interview and I believe that if I am employed, I will be able to show my competence.

Yours Sincerely,
J. McClain
Mr. John McClain

CURRICULUM VITAE

OF
John McClain
ID No: 011276702

Objectives:

To obtain a progressive and challenging position in a local or international organization that will take advantage of my knowledge and education and offer the opportunity of advancement.

Self Analysis:

- Strong motivation and commitment for work.
- Enthusiasm to work for long hours and under pressure.
- Ability to work independently as well as a team member.

Educational Attainment:

- BBA (Major in Accounting & Information Systems)
Result: CGPA: 2.21 (out of 4.00)
Starting Year: 2004/04 to December 2006
University of Rajshahi
- BBA (Major in Accounting & Information Systems)
Result: CGPA: 2.23 (out of 4.00)
Starting year: 2003/03 to 2005
University of Rajshahi
- Higher Secondary Certificate (H.S.C.)
Jenabai College, Barisal, Barisal
Group: Commerce, Section: 3rd Division
Starting year: 1999
- Secondary School Certificate (S.S.C.)
Section: B-1, Secondary School, Barisal, Barisal
Group: Science, Section: 1st Division
Starting Year: 1997

Personal details:

Name: **John McClain**
Father's Name: **John McClain**
Mother's Name: **John McClain**
Date of Birth: **01 November 1982**
Height: **171"**
Marital status: **Single**

Home address: **C/O-46, Zahidul Islam
Rm 10, 64
Siddhaganga Cantonment,
Siddhaganga,
Dhaka-1000
http://www.jmcc.com**

E-mail:

jmcc.com@gmail.com

Present address:

**110-1, Station, P.O. Station,
S.S. - Siddhaganga, Dhaka - 1000**

Language:

Bengali

Other Proficiency:

Language: English (Excellent), English (Good)

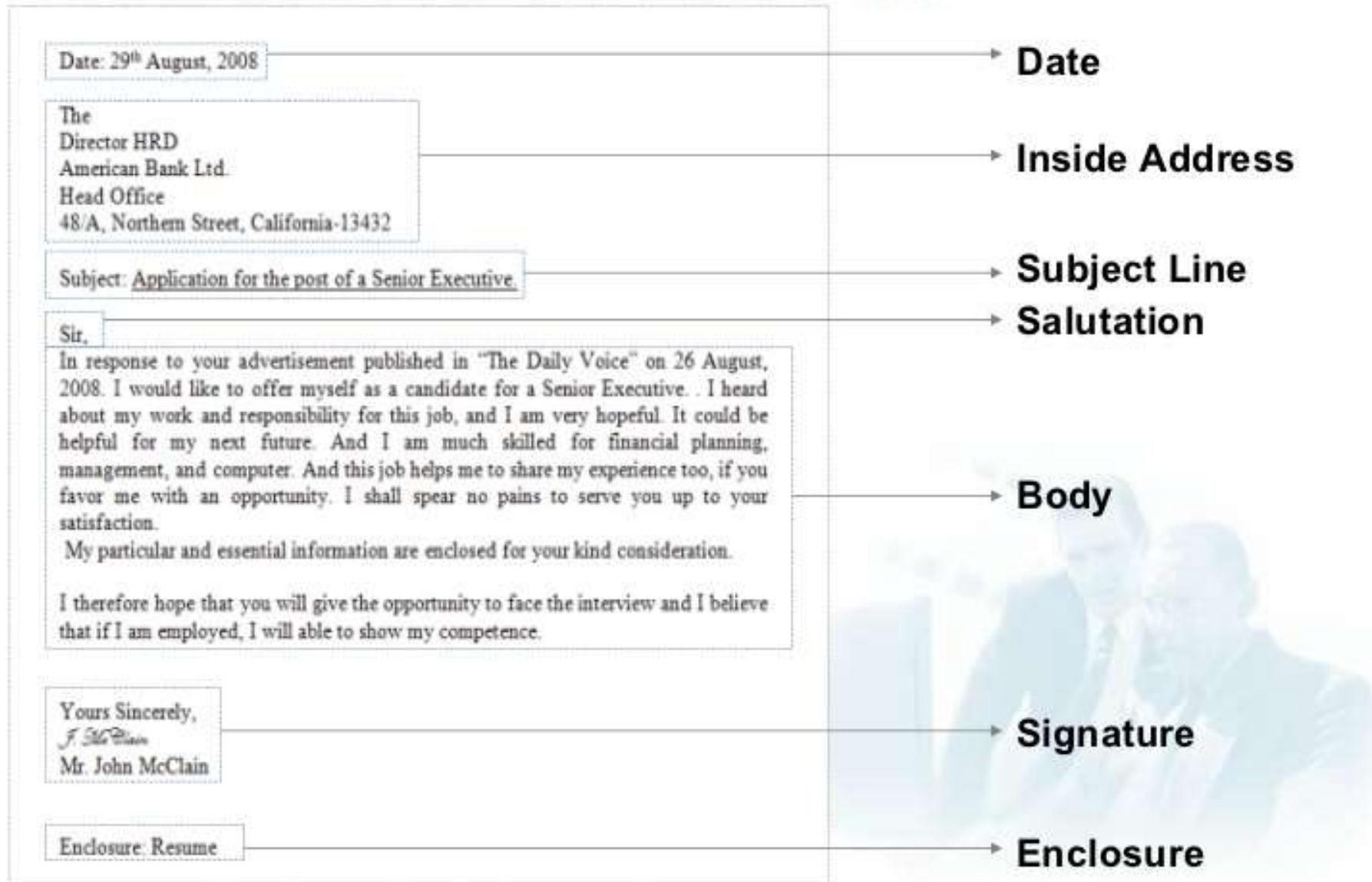
Computer: MS Office, e-mail & Internet

Reference:

**Prof. Dr. Atiqur Rahman
Assistant Professor
Department of Statistics
University of Rajshahi
Cell: 0171-923382**

**Prof. Dr. Atiqur Rahman
Department of
Accounting & Information System
University of Rajshahi
Cell: 0171-923792**

Contents of a Job Application



- **Date:** The date are written at the top of the letter flush with left margin.
- **Inside address:** The name and address of the employer is usually placed at the left hand corner two spaces below the level of date. Example:

The Personnel Manager
Bangladesh Steel Mills Ltd.
Dhaka-1200
- **Subject line:** Subject line Indicate the position that an applicant want to apply.
- **Salutation:** Usually, “**Dear Sir/Dear Sirs**” are used in application letters addressed to business organizations, but for a Government job. “**Sir**” is preferable when addressing a government officer.

- **Body:** The body of the application letter consists of three parts: the beginning, middle and ending. An application letter being persuasive in nature, used the following sequence:
 1. Draw Attention
 2. Introduces Qualification
 3. Present Evidence
 4. Motivates favorable response
- **Signature:** The name of the applicant should be distinctly typed below the signature.
- **Enclosure:** The documents sent with the application letter should be indicated either by the number of the documents or by the specific items enclosed against the notation.

Resume

Resume is document contained the information of a job applicant about his/her personal, educational, training, experience, reference and others related the position applied for in an organization.



Contents of a Resume

1 **Heading, Photograph:**

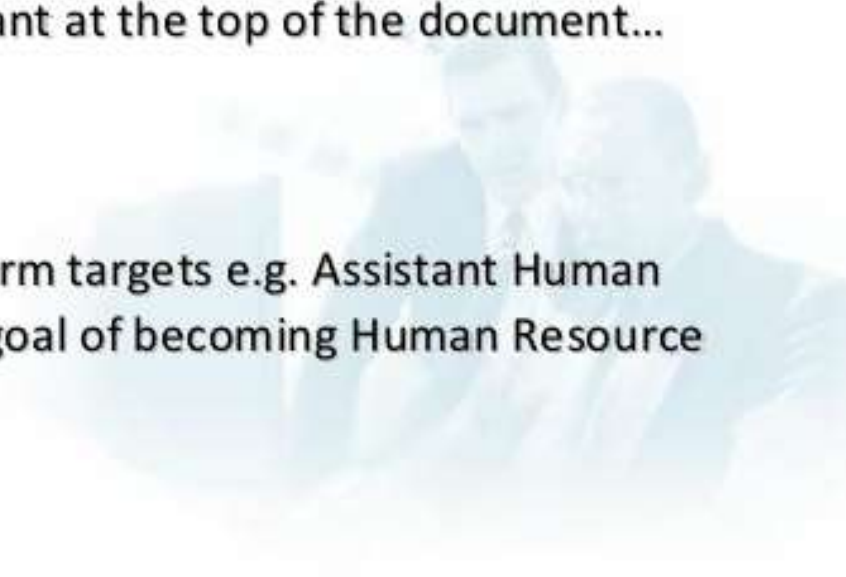
Heading is very much important in writing a CV, The heading should be written in the middle and on the top... with a Photo enclosed on right side.

2 **Identifying information:**

Complete name, address (both temporary & permanent) phone no. (If any), and e-mail address of the applicant at the top of the document...

3 **Career objectives:**

Statement of the immediate & long term targets e.g. Assistant Human Resource Manager with the ultimate goal of becoming Human Resource Vice president.



4 Educational information:

Making a list of information relating to academic degrees earned, institutions granting the degrees with locations, dates of degrees awarded, GPA and academic honors...

5 Experience:

Descriptions of the names & locations of the present designation, total length of present service, dates of employment with a stress on those duties & skills those are transferable to the new position.

6 Honors, awards, and achievements:

Honors, awards and achievements do not compensate for work experience, but they act as recognition for outstanding work. In this category the following kinds of entries may be included:

- Fellowship & scholarships.
- Awards given by professional associations.
- Important awards given by civic groups & many more.

7 **Language and computer skills:**

If the applicant has some skills on foreign language or computer, he has to mention it in the CV. Here the proficiency level is an important indicator.

8 **Extra curricular activities / interest:**

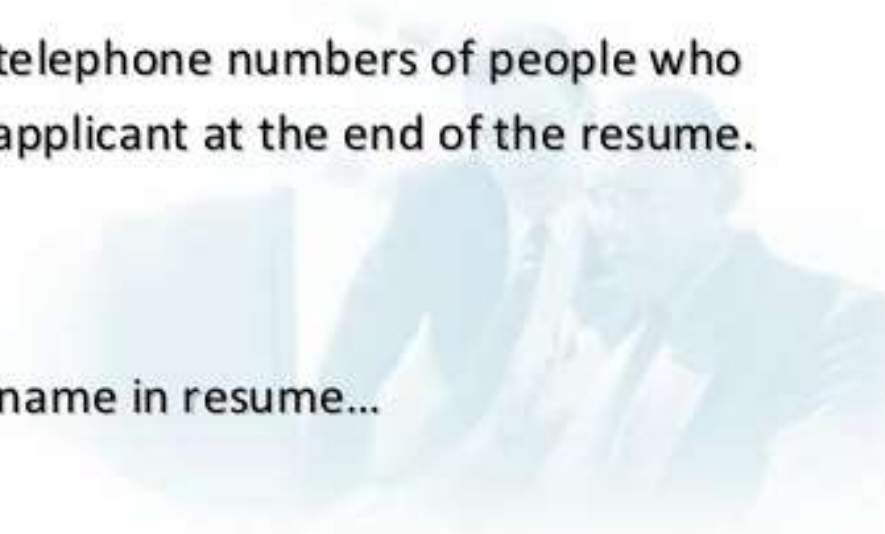
If the applicant has some skills about other extra curricular activities, he can mention it here, like he can sing, write stories... etc

9 **References:**

Statements of names, addresses & telephone numbers of people who can provide information about the applicant at the end of the resume.

10 **Signature:**

At last the applicant has to Sign his name in resume...



SAMPLE

Resume

of
Mr. Rubayat Rajeev
Phone No: 01717337425
E-mail: Rubayat_rajeev@yahoo.com



Objective: To share the knowledge gained through academic studies and working with the others and to work in an environment of intellectual excellence where there is opportunity to show individual as well as team competence and a scope of evolution based on performance. I also would like to work in a challenging situation.

Personal Information:

Name: Rubayat Rajeev
Father's Name: M. Farid Uddin
Mother's Name: Mousoomi Akter
Mailing Address: 125/7, Satter Biswas Road, Sonadanga, Khulna-9000
Date of Birth: 11th December, 1988
Nationality: Bangladeshi
Religion: Islam (Muslim)
Marital Status: Single

Educational Qualification:

Name of Certificate	Institutions	Groups	Year of Passing	GPA
RMBA	Northern University Bangladesh	Marketing	2015	3.25
BBA	Northern University Bangladesh	MIS	2012	3.50
HSC	Govt. M. M. City College, Khulna	Commerce	2006	4.00
SSC	Khulna Zilla School, Khulna	Business Studies	2004	4.94

Experience:

Name of Institution	Duration	Salary Structure
Akij Group of Company	2016-2018	TK. 24000.00
Bank Asia	2018-2019	TK. 26000.00

Training:

Do	Duration Year	Topic
BIBM	2012-2013	Management and Marketing
ICMAB	2014-2015	Management

Computer Literacy:

Name of the Program	Proficiency Level		
	Satisfactory	Good	Excellent
MS. Word	-	-	✓
MS. Excel	-	-	✓
MS. Access	-	✓	-
MS. Power Point	-	-	✓
Internet	-	-	✓

Language Proficiency:

Name of the Language	Proficiency Level		
	Speaking	Reading	Writing
Bangla	✓	✓	✓
English	✓	✓	✓
Hindi	✓	-	-

Extra Quality: Driving, Singing, Debating and Others.

Hobby: Reading News paper, Watching Television, Enjoying Songs etc.

Reference:

Name of Reference	Designation	Phone
Mr. Obaidul Kader	Managing Director	0820548787

SIGNATURE:

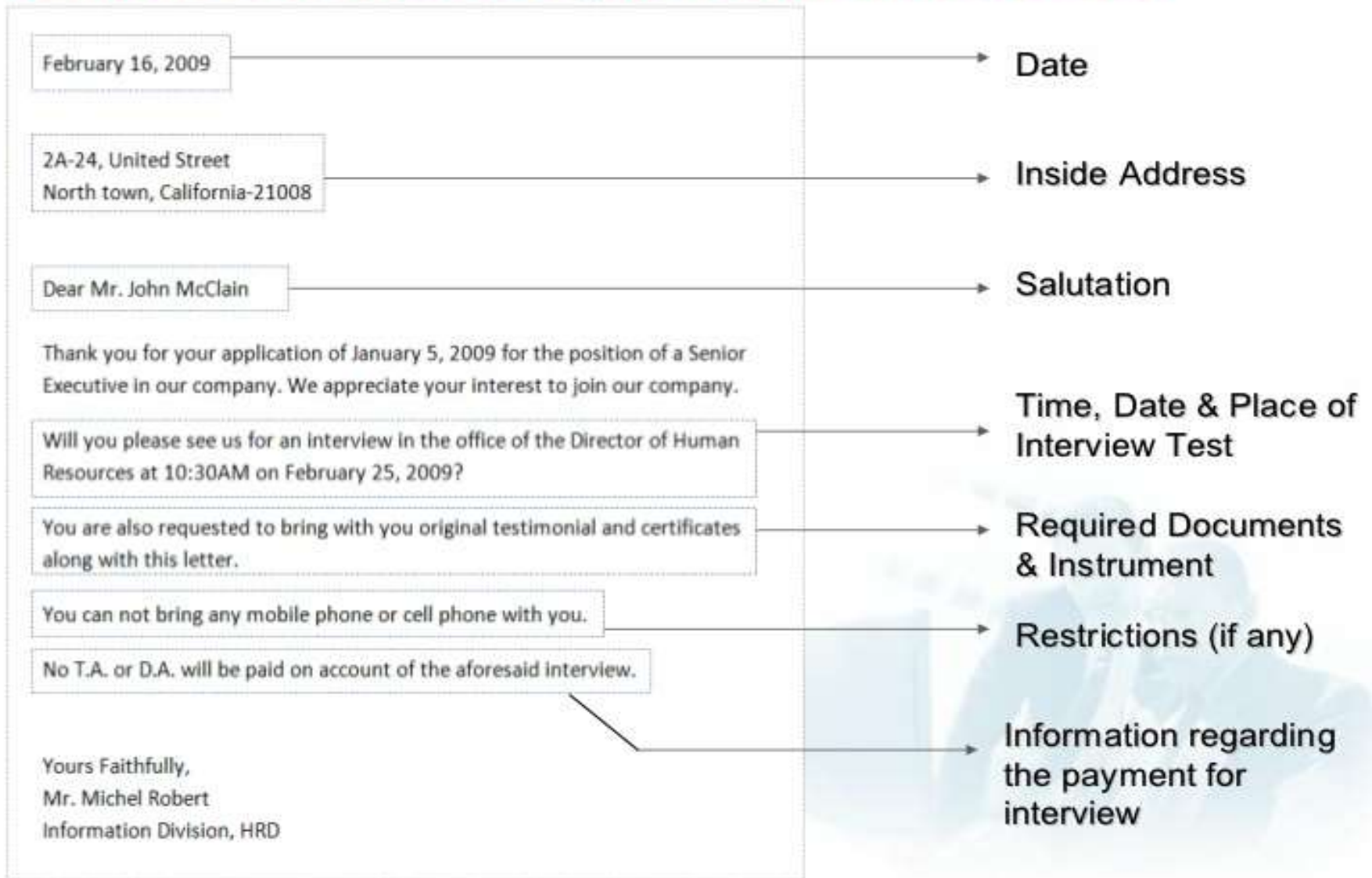
Rubayat Rajeev

Interview / Recruitment test Letter

In response to the job application of the applicant the employer invites the applicant for face an interview or written test to be selected for the position applied.

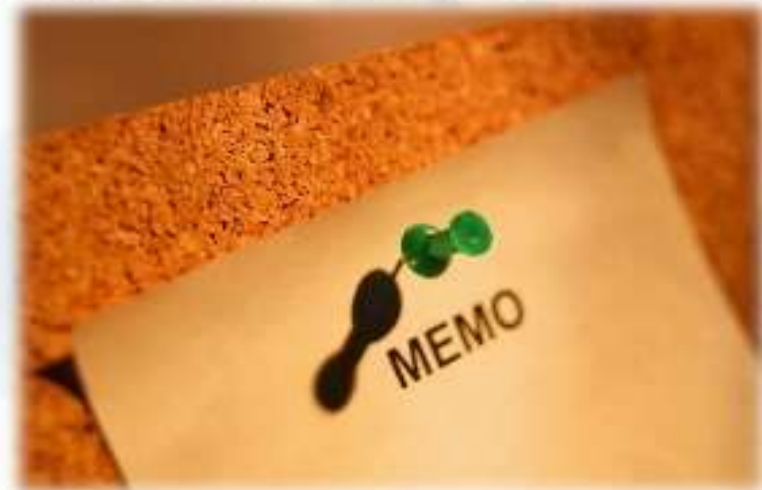


Content of an Interview / Recruitment test Letter



Memorandum

Memorandum or memo is written form of communication which is used for internal communication among the employees of an organization. Memo can be used to communicate between two offices of an organization, between two level of employees or same level. It is never sent outside the organization.



Parts of a Memo



Memo: BBA/F 08/INT/03

Date: 15/03/2009

To: S. M. Akteruzzaman

From: Coordinator, BBA Program, Department of Business Administration

Subject: Viva-voce Examination for BBA program, Fall 2008

The viva-voce examination of BBA internship program, Fall 2008 will be held on 20th March, 2009 as the following schedule:

Date: 20th March, 2009

Time: 10:00 AM

Venue: Chamber of In-Charge, Dept. of Business Administration

The following members have been selected for the viva-voce examination committee:

Sl.	Name	Position
1.	Prof. Dr. M. Shamzul Haque	Chairman
2.	Prof. A. B. M. Rashiduzzaman	Member
3.	Dr. Jahangir Alam	Member
4.	Md. Arifur Rahman	Member
5.	Md. Naser	Member
6.	Ahosa Parvin	Member
7.	S. M. Monirul Islam	Member
8.	S. M. Akteruzzaman	Member

All the members are requested to present as per the schedule and the concerned supervisors are advised to ensure the completion of their fellow students' work before deadline.

We appreciate your earnest cooperation.

S. M. Akteruzzaman

Coordinator, BBA Program

Md. Monirul Islam

Md. Monirul Islam
Deputy Registrar & Campus
Coordinator

Copy of Action & information to:

1. In-Charge, Department of Business Administration
2. Concerned committee members & supervisor
3. Exam Unit

➔ Heading

➔ Date Line

➔ To line

➔ From line

➔ Subject line

➔ Body

➔ Signature

➔ Copy notation

● **Heading:**

Usually business organization use preprinted memorandum head, if not have to type the company name...

● **Date Line:**

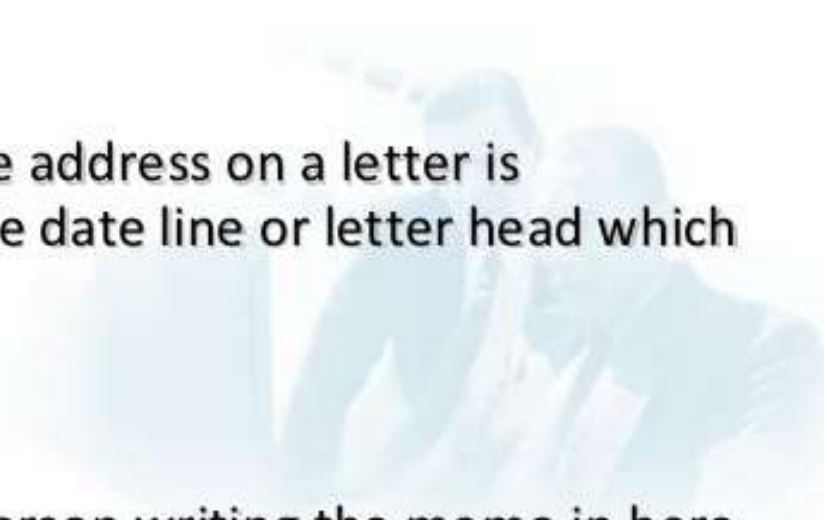
The date line is usually positioned below the heading one inch to the left of the right margin or centered beneath the heading or below the "From" ...

● **To Line:**

This line equivalent to the inside address on a letter is positioned two spaces below the date line or letter head which comes last...

● **From Line:**

Have to type the name of the person writing the memo in here



● **Subject Line:**

The subject line tells the reader what the topics is about...

● **Body:**

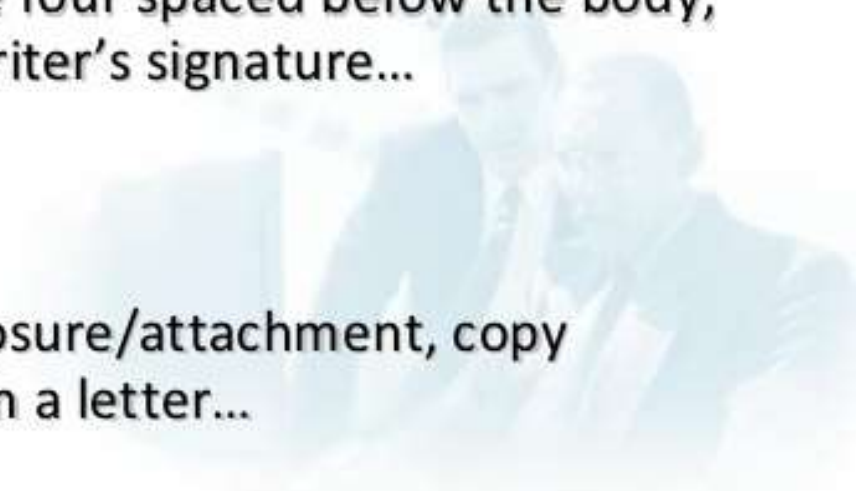
The body of the memo is placed two or three space below the subject line...the broad messages are typed here...

● **Signature:**

Have to place the writer's name four spaced below the body, leaving enough space for the writer's signature...

● **Copy Notation:**

Handle references initials, enclosure/attachment, copy notation...just as we would do in a letter...



Meeting

Meeting is a gathering of two or more persons to take a decision about a specific matter through discussion. A meeting is a mutual discussion where two or more persons gather or assemble themselves with intention of decision making.



Types of Meeting

- 1. Public Meeting**
- 2. Private Meeting**
- 3. Formal Meeting**
- 4. Informal Meeting**
- 5. Committee Meeting**
- 6. Command Meeting**



Notice

Notice is a statement drawing the attention of the desired receiver to act as per indication contained in the statement

A notice is issued to convening meeting or to inform anything and to do as per indication.



Sample of Notice

Notice

A meeting of the Board of Directors of the company will be held on Wednesday, 22nd February, 2009 at 3:40 PM at the registered office of the company at 25, Punch Bibi Road, Daulatpur to review the prevailing market conditions and to prefix the selling price rate of cement in that light.

To Members of the
Board of Directors

Kamal Haydar
Secretary

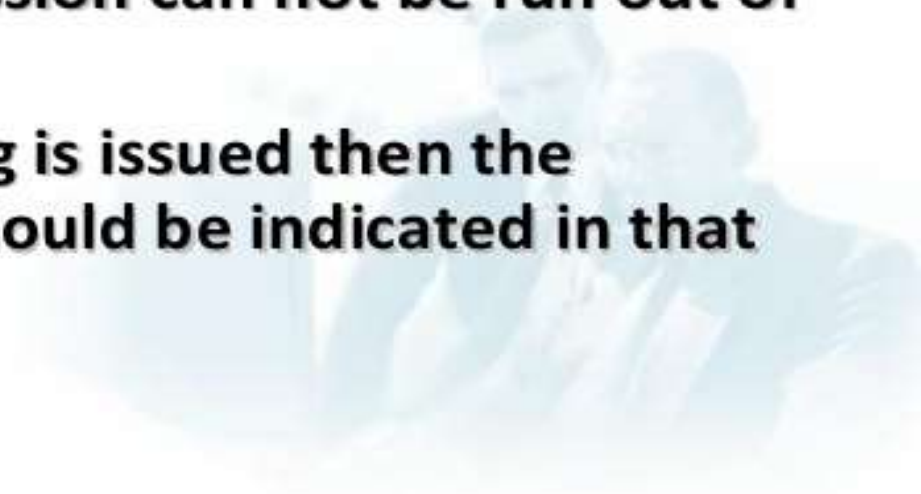
Agenda

An Agenda is an outline of the contents of forthcoming meeting.

Agenda is the list of predetermined subject matter on which the discussion will be run in a forthcoming meeting.

In a formal meeting discussion can not be run out of agenda.

When a notice for meeting is issued then the agenda of that meeting should be indicated in that notice.



Sample of Agenda

Department of Business Administration

Northern University Bangladesh

Date: 12/03/2009

An ordinary meeting of the academic committee will be held on 24th March, 2009 at 10:00AM.

AGENDA:

- Confirmation of the meeting of the last meeting
- Preparation of an Academic Calendar
- Distribution of Courses
- Formation of Different Committee

Ma. Matin

M. A. Matin

Chairman

Conducting the Meeting

The techniques of conducting the meeting are as follows:

1. Starting The Meeting:

When the chair is satisfied that there is a quorum for the meeting, he/she will call the meeting.

2. Discussion as per Agenda:

Discussion takes place on a series of items outlined on the agenda.

- Points of Order
- Points of Information
- Speaking through Chair



Conducting the Meeting

3. Decisions finalized from the Chair:

The decisions that have been taken from the meeting should be finalized by the chair of the meeting. If it is needed to vote, the chair should do it...

4. Closing the meeting:

After every item included on the agenda has been transacted, the meeting is declared closed.



Minutes

Minutes are brief records of decisions taken about the matter discussed in the meeting. Minutes are the brief but a complete record of all motions and resolutions that are taken based on discussions held among the members in a meeting.



Requisites of Minutes

1. The name of the organization:

Top of the minutes of an organization contains the name of the organization with logo (if any).

2. The name, date, time and place of the meeting held:

The heading of the meeting with date and time and also the place the meeting held should be mentioned in the minutes.

3. The name of the chairman, secretary and members present:

In this step of minutes it contain the name of chairman of the organization, its secretary and also the members of the organization or the governing body of the organization.

4. Arrange the proceedings as per agenda:

The proceedings should be arranged in proper order as per agenda of the meeting.

5. Decisions taken at the meeting with heading:

The decisions that have been taken through with heading should be mentioned one by one in this step of minutes.

6. Signature of the chairman with date:

At last chairman sign the minutes with date...



Cover Letter Writing

What is a cover letter?

A cover letter is a brief one page letter sent along with the resume to potential employers. The purpose of the cover letter is to present yourself to potential employers and to let them know what position you are interested in and why you'd be a good fit to the position and company.

Cover Letter Format

A hard-copy cover letter should be written in the [business letter format](#), while an email should be sent in the same format but without the heading (your return address, their address, and the date).

Cover Letter Writing

Generally the cover letter will consist of three paragraphs. The first paragraph is an introductory one which introduces yourself. You want to include information on the position you are applying for, how you heard about it and why you are interested in the position and/or company.

The second paragraph should provide information on your skill, strengths, education, qualifications and/or experience. This paragraph should be concise and give specific examples of why you are the ideal candidate and not simply restate your resume.

The final paragraph should close up the letter by requesting an interview and possibly suggest times that are convenient for you or stating that you can come in at a time that's convenient for the employer. Also you should let the recipient know what the best way and/or time to contact you is (you should let them know both your contact email and phone number so that they can contact you in their preferred method). Or you can let them that you'll follow up the letter with a phone call in several days. You should thank them for their time to close up the letter.

Each cover letter that you send out should be unique and tailored to the specific company and position you are applying to. Using one cookie cutter cover letter will lessen your chances for landing an interview. Also be sure to check for grammar and spelling and keep the letter to one page in length.

Sample Cover Letter

527 West Ave.
Elmswood, CT 23865

October 28, 2004

Mr. Michael Black
Director of Human Resources
Global Answers
6542 Sioux Falls, NY

Dear Mr. Black:

It is with great interest that I am applying for the position of chief accountant. When I read the job description of your ad in the New York Times on August 12th, I felt that it was an ideal match with my career aspirations. I have always wanted to work for an outstanding company in the Fortune 500 such as Global Answers.

I believe that I am the ideal candidate for the position due to my extensive experience as an auditor for KPMG. At my current position at KPMG, I perform all of the same tasks that are described in your ad for the chief accountant position. In addition to that I have a reputation for being a hard worker who makes sure the job is done right the first time. My reports are always completed well ahead of the deadline.

Feel free to contact me and setup an interview at your earliest convenience. You can reach me by way of e-mail at KenJacobs@nadate.com or by way of phone at (555) 555-5555. I look forward to discussing with you my future with Global Answers. Thanks for your time and consideration.

Sincerely,

Signature

Ken Jacobs

Enclosure: resume

Sample Interview Thank You Letter

215 Casandle Drive
Middle Brook, FL 32634

December 15, 2004

Mr. Nigel Adams
Director of Human Resources
Nagata Resorts
6528 Castle Point Street
South Port, FL 38625

Dear Mr. Adams:

I would like to thank you for taking the time to interview me for the position of hotel manager on December 14. I was very impressed with the amount of vacationers that you stay at Nagata Resorts every year.

I appreciate the time that you spent discussing the responsibilities of the position. I believe that my credentials make me an ideal candidate for the position. As I mentioned in my interview with you, I already have 7 years experience as a hotel manager. I am very organized and have a high

attention to detail. I also believe that the customer is the most important asset, so I always treat them with the utmost respect.

I look forward to hearing your decision about the position. You can contact me at (555) 555-5555, if you have any further questions, I'd be more than willing to come in and discuss them with you. Thanks again for the opportunity to interview with Nagata Resorts.

Sincerely,

Signature

Chad Ulster

Sample Letter of Reference

562 Banquest Street
Fair Valley, AL 81356

September 28, 2004

To Whom It May Concern:

It is with great pleasure that I am recommending Rose Berdinger to you. I am the Head Sales Manager at Vacuums Plus and Rose has been under my supervision from November of 2000 to August of 2004 as a saleswoman.

Rose would be a great asset to any company. She is one of the brightest employees that I have ever had. She also has a great drive and passion for her work.

Rose is such a quick learner. Within her first two weeks at Vacuums Plus she had learned all the product names, their features, and how they work. It normally takes a new employee at least two months to get familiar with all the products that we sell.

Rose's drive has led her to great success at Vacuums Plus. She has had the honor of receiving the "Top Sales Person of the Month Award" ten times in her last year at Vacuums Plus, which is a feat that no employee has ever achieved here before.

I believe that Rose Berdinger will be an excellent fit for your company. Rose has been nothing short of an exemplary employee. If you have any further questions, feel free to contact me at (555) 555-5555 and I'll be happy to answer any questions you have.

Sincerely,

Signature

Peter Ziggad
Head Sales Manager

1. with reference to an advertisement in 'The Industrial Times', write a letter to Calcutta Aluminum Company Ltd, inquiring the prices, terms of sale.

2. reply letter....

3. Mr. Hiremath Bros...wish to place an order with National paints company limited for a few types of paints, vanish and mixers. Prepare an order for them mentioning that the tins should be sent by passenger train, carriage forward, to your station, where you will collect them. Mention also the method of payment.

4. Acknowledgment letter

What is Report on Business Communication?

Business reports are a type of assignment in which you analyse a situation (either a real situation or a case study) and apply business theories to produce a range of suggestions for improvement.

Business reports are typically assigned to enable you to:

- Examine available and potential solutions to a problem, situation, or issue.
- Apply business and management theory to a practical situation.
- Demonstrate your analytical, reasoning, and evaluation skills in identifying and weighing-up possible solutions and outcomes.
- Reach conclusions about a problem or issue.
- Provide recommendations for future action.
- Show concise and clear communication skills.

Remember that with business reports, typically, there is no single correct answer but several solutions, each with their own costs and benefits to an organisation. It is these costs and benefits which you need to identify and weigh-up in your report.

Further, when writing the report, you need to consider the **audience** you are writing for: is it the CEO or will the report be available to all staff concerned? It is vital that you ensure an appropriate level of formality, sensitivity, fairness, and objectivity.

The Objectives of Preparing Report

The prime objective of report is to provide information about any event or object or situation to the proper persons. It helps business people to take accurate and pragmatic decisions. The purposes of Report can be mentioned as below-

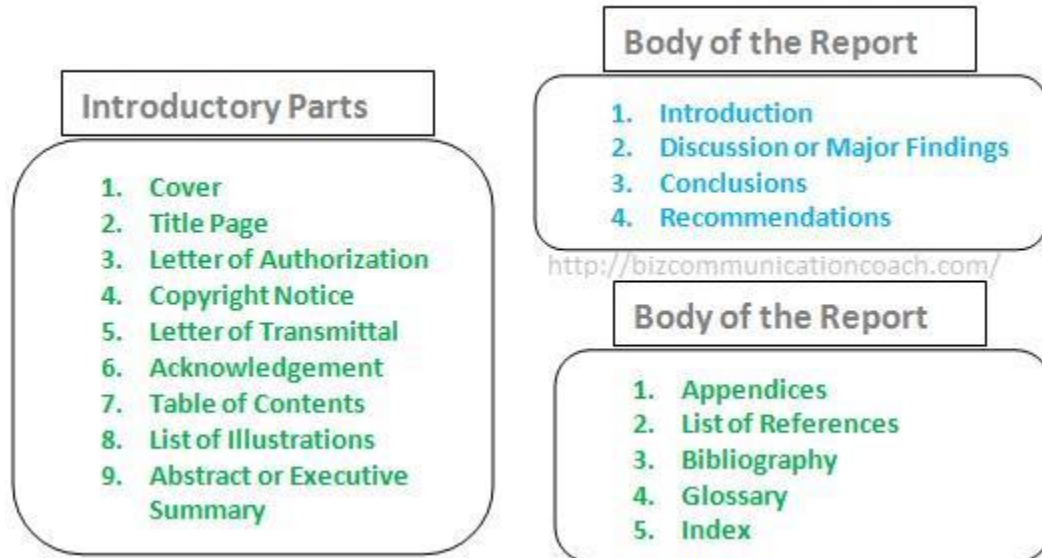
- To carry business information to the concerned quarters
- To analyze the data for interpretation
- To help planning by providing factual information
- To help decision making by providing necessary information and evidence
- To reduce administrative cost by eliminating searching cost for information
- To help establish effective control system through the information on employee performance
- To help reduce and resolve organizational disputes
- To help to bring effective coordination between and among the departments
- To help to bring dynamism in the organization by supplying latest information
- To find out the reason behind a problem
- To present the findings of investigation or inquiry
- To recommend specific action to solve a problem

So, we find that report serves some important purposes. In fact it aims to provide every support to business people through providing necessary factual information.

Elements of a Business Report

The elements of a report vary depending on the organization or structure of the report and there are various styles of organizing a report. Normally reports are organized in three ways-

- **Letter-Text Combination Form:** Letter-text combination form is the widely adopted form for origination long report. Letter-text combination form finally takes the book form when it is presented or handed over to the authority formally. A complete report in letter-text combination form includes the following parts and sub-divisions-



- **Letter Form:** If the materials of a report are short, brief and informal, they can be arranged as a form of business letter. The main parts of a letter report are heading or title, date, address, salutation, the body, complimentary close and signature. It is usually written in the first person I or We.
- **Memorandum Form:** A simple way of presenting report is a memorandum form as it maintains less formality. The date of the report is mentioned at the top. It is followed by the name of the person to whom the report is addressed, the name of the writer and the subject of the report. Next follows the actual text and the conclusion. Like the letter form, the text of the report here is also divided into paragraphs with headings and sub heading

Types of Business Reports used by Organizations

1) Formal Business Reports

These reports are prepared in a given format and they are presented to the authorities in an already established manner. They are submitted to committees and bodies or heads of various departments or organizations. Since the report talks only about business in a formal way they are termed as, formal business reports.

Formal reports of other classified into the statutory report and non-statutory report.

2) Informal Business Reports

These reports are prepared in a convenient format which is convenient to the reporter and presented to the required person immediately after demand. These reports can also be presented in the form of a memorandum or a Business Letter. Since there is no fixed format for these reports it is termed as informal reports.

3) Informative Business Report

These are types of Business reports which are prepared with the intention of providing information in a descriptive way which address is a particular issue or situation or a problem. They provide information in an exhaustive and detailed manner which is used for the by the authorities to gain an insight on the matter that is why they are termed as informative reports.

4) Interpretative Business Report :

Unlike informative report which contains only information, the interpretative report contains facts opinions views or numbers which help to interpret a certain information situation or a problem. The interpretative report may also contain reasons for a certain issue as to why a certain event or an issue occurred and what would be the course of action along with a recommendation for the same.

5) Verbatim Business Reports

The report which is prepared by secretaries or any other individual which record word to word discussions that are made in the meeting are called Verbatim reports. For example, in case of auditor appointment resolution has passed in the meeting and that reservation is recorded as word to word as Verbatim report. Also, in the case of voting where joint votes of different members are taken into consideration, the verbatim reports include names and manners of voting along with the results. These types of business report should not be confused with minutes of the meeting which is a record of proceedings and decisions a summary of the meeting.

6) Summarized Business Reports

The report that is made with the assistance of important details that have been discussed in the meeting is called a summarized report. These types of business reports are made with the intention of sending it for the press release or for the shareholders of the company or a member of the certain institution.

7) Problem Solving Business Report

As the name suggests, problem-solving business report help to solve a problem by suggesting or recommending a plan of action regarding a certain situation. The report also contains causes of such problems and the conclusion is done in various ways that can be adopted to solve the problem. The report also contains ways in which that problem can be avoided in the future by implementing certain steps.

8) Fact Finding Business Report

There are numerous situations in an organization where a finding of a fact is required. For example, the breakdown of machinery in factory premises or rivalry between associate and the manager. The situations require in-depth reasoning for the situation that has arisen. In those cases, the fact-finding report comes in handy which presents facts in the report from a third person view. These reports are presented to the top management based on which they can take action about the situation at hand.

9) Performance report :

The management likes to know the performances of each department on a regular basis. Not only that but also about the newly opened branch, newly appointed employee or even the performance of existing employees who are due for promotion are analyzed by the management for which the performance report is generated. These reports are important for the management to arrive at a decision and hence these reports are prepared by the seniors of the respective people

10) Technical Business Reports

Technology is advancing faster than the speed of light and that is the reason why companies upgrade themselves with new technology is from time to time. Whenever such a monumental change and Technology is taking place in an organization a Technical Business Report is prepared to assess the level of Technology. These reports include a detailed way to undergo the change including time and money that will cost, which helps the top management to take a decision.

11) Standing Committee Report

A committee which is appointed for a specific reason is called standing. The reason may be financial assessment, employee Assessment, or departmental assessment, the standing committee is expected to submit a detailed analysis of these things. The report submitted by the committee

is known as a standing committee report. In many organizations please reports are submitted at frequent intervals.

12) Ad-hoc Committee Report

Adhoc reports are also termed as special committee reports. As the name suggests special committee is appointed to deal with the investigation and that committee is dissolved as soon as the report is presented. Special communities are found in special cases like fire in factory premises are employee accidents during work.

13) Minority Report

A team of the special committee is appointed to submit a report which will be based on an investigation of a special subject. 3 members may be selected to form the committee one of each is the chairman of the said committee. If members have a difference of opinion on the subject the other members may submit the report separately. This separate report submitted by dissentient members is called minority report.

14) Majority Report

The members of a committee which including the chairman, usually have unanimous decision amongst them. In such cases, only one report is prepared and presented to the official committee. If that is not the case then the majority of the member from their own report and submitted to the examining authority. Such a report is termed as majority report.

15) Annual Report

A yearly report, which consists of the yearly processes of the business including the sales profits and the turnovers is called the annual report. Such a report generated only once a year and is submitted to the corporate heads for studying the business year in detail. Majority of crucial decisions like investments, product portfolio changes, marketing strategies, marketing campaigns etc. are planned on the basis of the Annual report. Pre-decided plans may be modified or changed based on Annual reports.

ABSTRACT

Definition

An ***abstract*** is a self-contained outline/brief summary of:

- a paper,
- a larger document,
- a study,
- a presentation.

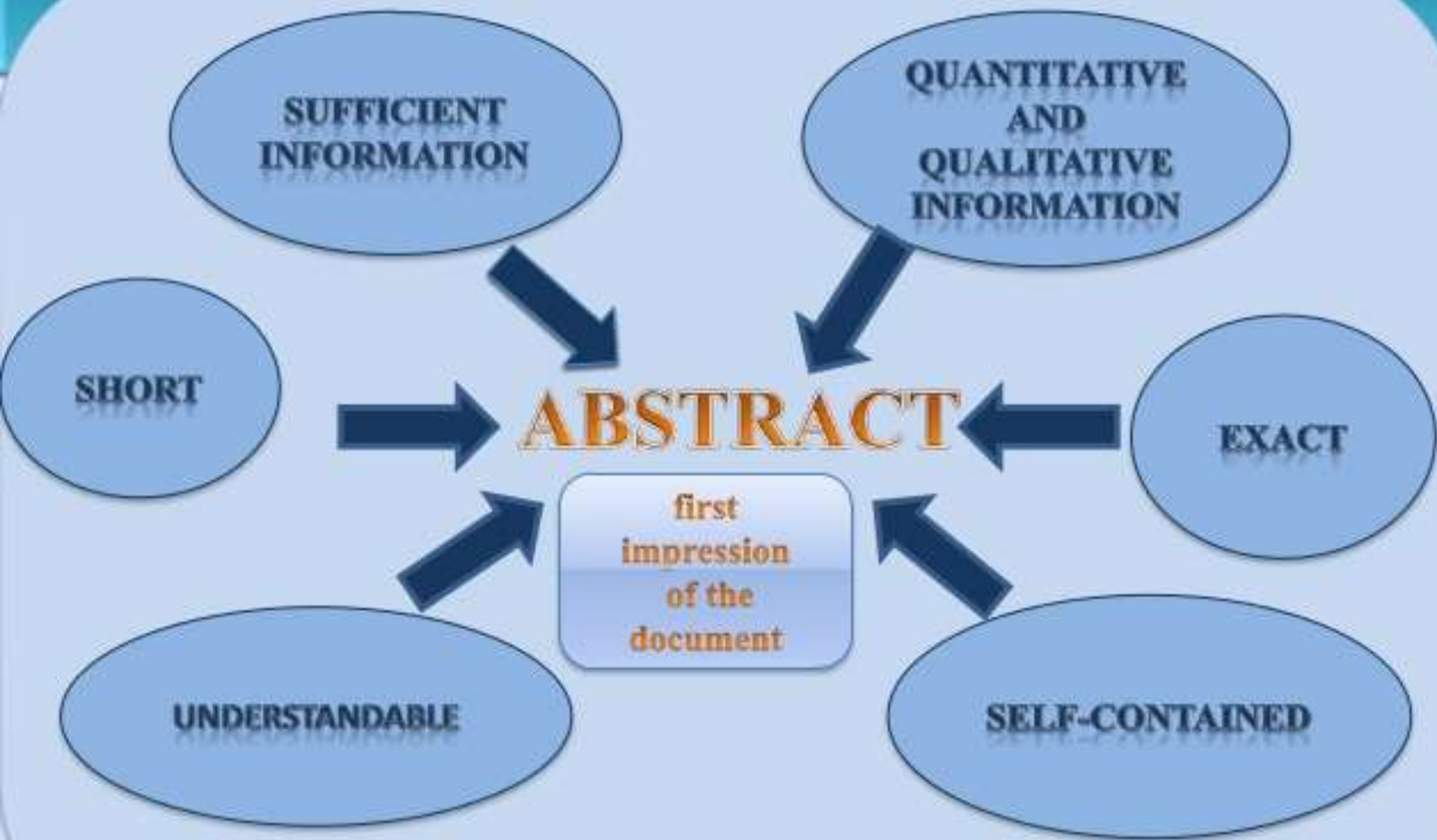
When do people write abstracts?

- when submitting articles to journals, especially online journals
- when applying for research grants
- when writing a book proposal
- when completing the Ph.D. dissertation or M.A. thesis
- when writing a proposal for a conference paper
- when writing a proposal for a book chapter

Purpose

- ◆ **Help reader decide whether to read the text or not**
- ◆ **Summarize the findings of the text**
- ◆ **Help scholars find your article**

Qualities



Qualities

- **One or more well-developed paragraphs**
- **Short (50-300 words; 3-5%)**
- **Stands alone**
- **Includes all the major elements of the larger text**
- **(in order)**
- **No new information**

Key Elements

Reason for writing:

What is the importance of the research? Why would a reader be interested in the larger work?

Problem:

What problem does this work attempt to solve? What is the scope of the project? What is the main argument/thesis/claim?

Methodology:

An abstract of a scientific work may include specific models or approaches used in the larger study. Other abstracts may describe the types of evidence used in the research.

Results:

Again, an abstract of a scientific work may include specific data that indicates the results of the project. Other abstracts may discuss the findings in a more general way.

Implications:

What changes should be implemented as a result of the findings of the work? How does this work add to the body of knowledge on the topic?

Types of Abstract

Descriptive

- Used for humanities and social science papers or psychology essays.
- Describes the major points of the project to a reader.
- 50-100 words

Informative

- Used for sciences engineering or psychology reports.
- Informs the audience of all essential points of the paper.
- About 200 words

Structure

Descriptive

- Topic (background)
- Research Question (purpose)
- Particular interest/ focus of paper
- Overview of contents

Informative

- Topic (background)
- Research Question (aim or purpose of research)
- Methods used
- Results/findings
- Conclusion

Writing an Abstract

- **Read** over your paper and identify the key points for each section
- **Re-read** each section and shrink the information in each down to 1-2 sentences
- **Ensure** you have written one to two sentences for each of the key points outlined above
- **Connect** the ideas with appropriate transitions

Writing an Abstract

- **Add** and **remove** text as needed
- **Check** the word length and further reduce your words if necessary by cutting out unnecessary words or rewriting some of the sentences into a single
- **Revise**, and edit for flow and expression
- **Proofread**

What makes a good abstract?

- Uses only **one well-developed abstract** that is **coherent and concise**, and is able to stand alone as a unit of information
- Covers all the **essential academic elements** of the full-length paper
- Contains **no information not included in the paper**
- Usually does not include **any referencing**
- In publications such as journals, it is found **at the beginning of the text**, but in academic assignments it is placed **on a separate preliminary page**.

DOs

- **Avoid** repeating information from the title
- **Be specific**
- If many results, only **present** the most important
- **Mention** just the major implications
- **Relate back** to your purpose and research question

Good Abstract: Writing Style

- Use a clear and concise writing style
- Remove or shorten any unnecessary words or phrases
- Write in plain English understandable to a wider audience, as well as your discipline-specific audience
- Use the language of the original paper, often in a more simplified form for the general reader
- Use key words from the document.
- Introduce specific terminology (e.g. definitions, scientific and chemical names)
- If necessary, define unfamiliar terms, introduce acronyms

E.g. ...rapid eye movement (REM).

- Avoid trade names, acronyms, abbreviations, symbols, and jargon

Voice



- Modern scientific style prefers the **active** voice.

E.g. Gasoline was sweetened by iron bauxites in air.

Iron bauxites sweetened gasoline in air.

- Abstracts are often an exception, but only if the passive voice reduces the total number of letters and words. Use passive structures in order to report on findings, focusing on the issues for the more general reader.

E.g. The level of sweetening was measured by...

- Avoid using I or we, but choose active verbs instead of passive when possible .

E.g. The study tested... rather than It was tested by the study.

Mediocre Abstracts

- **Mediocre** abstracts read like a table of contents in a sentence form

Example:

The behavior of editors is discussed. What should be covered by an abstract is considered. The importance of the abstract is described. Dictionary definitions of “abstract” are quoted. At the conclusion a revised abstract is presented.

DON'Ts

- **Do not commence with "this paper...", "this report..."** or similar. It is better to write about the **research** than about the paper. Avoid use of "in this paper", what other paper would you be talking about here?
- **Do not contain references**
- **Do not use sentences that end in "...is described", "...is reported", "...is analyzed"** or similar.
- **Do not begin sentences with "it is suggested that...", "it is believed that...", "it is felt that..."** or similar. In every case, the four words can be omitted without damaging the essential message.
- **Do not repeat or rephrase the title.**

DON'Ts

- **Do not enumerate a list of topics covered;** instead, convey the essential information found in your paper.
- **Do not give equations and math.** Exceptions: Your paper proposes $E = m c^2$.
- **Do not refer in the abstract to information that is not in the document.**
- If possible, **do not use trade names, acronyms, abbreviations, or symbols.** You would need to explain them, and that takes too much room.

The abstract should be about the research, not about the act of writing.

Clichés

- **Introductory sentences**

This study (dissertation, research)

aims to illuminate
examines the role of...
explores why...
investigates the effects of...
assesses the impact of...on...
developed and tested the idea that...

- **Leading with research questions**

This study (dissertation, research)...

is motivated by two research questions: (1) [Insert research question one] ?(2) [Insert research question two]? To examine these questions, the study ...

"[Insert a research question]?" is a fundamental question in [the name of your area of interest].

- **Leading with a dissertation aim or goals**

This study (dissertation, research)...

has three goals: (1) [insert goal one], (2) [insert goal two], and (3) [insert goal three].

- **Significance of the study**

This study advances our understanding of...

- **Research strategy**

Using comparative case analysis, this research explored the role of...

- **Major findings**

The findings from the research...

illustrate how...

show that the impact of [insert text] on [insert text] is more complex than previously thought/assumed.

address a controversial belief among practitioners that...

illustrate the antecedents and consequences of [insert text] and [insert text] in...

suggest that the effect of [variable X] on [variable Y] was moderated over time when...

- **Conclusion**

The results, implications for managers, and future research are discussed.

Theoretical contributions and managerial implications of the findings are discussed.

- **The findings provide**

support for the key arguments.

support the prediction that...

support the model:

offer insights into...

prompt a re-thinking of [insert your area of interest]

SYNOPSIS

What is SYNOPSIS?

Synopsis (si-nop-seez) is a Greek word derived from *sýnopsis*. *syn* – together, *opsis* – seeing.

A synopsis is a brief summary or condensed statement giving a general view of the subject selected.

Synonyms:

Condensation, epitome, abstract, abridgment, summary & protocol.

Who writes a Synopsis?

- An author of a
 - Novel
 - Play / Drama
 - Motion picture
 - **Research project**

Synopsis / Protocol

- A synopsis or a protocol of a research project is a document submitted to an authority or an institution for the purpose of
 1. Formal registration to universities for the award of a degree or doctorate.
 2. Ethical clearance
 3. Peer review
 4. Financial assistance from organizations like CCRAS, AYUSH, RGUHS etc.

Structure of a Synopsis

The synopsis is a brief outline (about four A-4 size pages or 1000 words is the maximum limit) of your future work.

1. Title
2. Need for the Study and hypothesis
3. Aims and objectives
4. Review of literature
5. Materials and Methods
6. Operational Definition
7. Data Collection Procedure & Data Analysis
8. References
9. Official requirements

Title

- The title of the research project should be **brief but informative**.
- Should reflect the **objectives** of the study.
- Selection of all the words- with great care.
- It should neither be too short nor too long.
- Sensationalization of the title is best avoided.
- Any name of the institution, the number of cases to be studied should not be included.

Remember!

Title of your study will be read by thousands of people.

Need for the Study...

- The problem being studied should be mentioned in precise and clear terms.
- The problem under study should be relevant to the present scenario.
- A brief account of its utility at the local or national level has to be discussed.
- The present status of the problem and the necessity for taking up the study needs to be mentioned.
- Understanding the problem, aids the researcher in constructing the research proposal.
- It also allows the person to formulate the hypothesis.

Hypothesis...

- Hypothesis is mentioned as a tentative prediction or explanation of the relationship between two or more variables.
- Hypothesis should not be a haphazard guess but should reflect the knowledge, imagination, and experience of the investigator.
- Hypothesis can be formulated by understanding the problem, reviewing the literature on it, and considering other factors.
- A researcher can state the problem and the hypothesis in about 200 words covering all the aspects described above.

Aim...

- **The aim** is about what you hope to do, your overall intention in the project.
- Aims are statements of intent, written in broad terms.
- Aims set out what you hope to achieve at the end of the project.



Objectives...

- Objectives are the steps you are going to take to answer your research questions or
- A specific list of tasks needed to accomplish the goals of the project.
- The objectives and aims should be only a few (2-3).
- Primary objective and secondary objectives should be clearly and precisely defined.
- Objectives should not include the word 'know' or 'understand'. They do include active verbs such as 'state', 'explain', 'outline', 'list' or 'describe'.

Objectives...

Objectives should be S.M.A.R.T.:

- **Specific** – be precise about what you are going to do.
- **Measureable** –you will know when you have reached your goal.
- **Achievable** – Don't attempt too much. A less ambitious but completed objective is better than an over-ambitious one that you cannot possible achieve.
- **Realistic** – do you have the necessary resources to achieve the objective? For example: time, money, skills, etc?
- **Time constrained** – determine when each stage needs to be completed. Is there time in your schedule to allow for unexpected delays?

Review of literature...

- It describes the work done by others either at local or international level on it or similar subject.
- It helps the researcher to understand the difficulties faced by others and the corrective steps taken or modifications made by them.
- Research methodology of the researcher can be structured and modified after reviewing the literature.
- The review assists in identifying various variables in the research project and conceptualizes their relationship.
- The reviewer can assess the work put in by the researcher and also assists in assessing the feasibility of the study.

Materials and Methods

- The research methodology forms the core of the research project. The methodology should cover the following aspects:
 - Study design
 - Study settings
 - Sampling
 - Variables
 - Controls
 - Study methods - examinations or investigations
 - Data collection
 - Data analysis
 - Ethical clearance

Study design

- Mention the name of the appropriate study design.
 - *Descriptive designs*
 - Survey study
 - Observational study
 - Epidemiological description of disease occurrence
 - *Observational analytical designs*
 - Prospective study (future)
 - Retrospective study (past)
 - Follow-up study
 - *Experimental designs*
 - Animal studies
 - Therapeutic clinical trials – drugs
 - Follow-up study
 - Study of natural history of a disease

Study settings

- A mention about the research setting should be made. This includes information about the
 1. **Setting** - Name and place where the research work is to be conducted
 2. **Duration of Study** - How long will the study take with dates.
 3. **Sample size** - How many patients will be included. If there are groups how many per group?
 - **Inclusion criteria:** On what bases will patients be inducted in the study.
 - **Exclusion criteria:** On what bases will patients be excluded from the study.

Sampling

- Sampling is selecting a sample of appropriate size for the study.
- The study population can be population of cases, population of people, or population of recipients of certain treatment.
- The sample size should be adequate to apply all relevant tests of statistical significance.
- The samples should be representative of the population and should be reliable.
- There are many methods for sampling like simple random, systemic and stratified sampling, cluster sampling, etc.

Variables

- Variables are the factors that change. These changes can affect the outcome of a research project. Thus, it is important to identify the variables at the planning stage.
- They should be quantified with a measurable unit.
- Knowledge of the various variables in a research project will assist in refining the objectives.
- Usually, objectives of a research will be to see the effect of independent variables on dependent variables.

Variables

- There are four types of variables.
- *Independent variables* - These are the variables that can be manipulated by the researcher and the effects of that are observed on the other variables. For example: 1) Amount of **vitamins** given. 2) Impact of drug on cancer, **Drug**, the **dosage** and the **timing**. 3) **Salt**
- *Dependent variables* - The changes occur as a result of independent variables. For example: 1) **life span** 2) **impact of drug on cancer**. 3) **BP**
- *Intervening variables* - These may influence the effect of independent variables on the dependent variables. For example, while studying the response of HIV-AIDS to HAART (highly active antiretroviral therapy) the outcome may be influenced by the presence of antitubercular drugs.
- *Background variables* - These are changes that are relevant in the groups or population under study. These need to be included in the study. For example, age, sex, and ethnic origin.

Control

- Control groups increase the validity of the research project.
- They usually consist of units of same population but differ in some respects.
- Controls are not necessary for all research projects.
- As far as possible they should be used in all analytical studies, drug trials, and intervention programs.

Study Method

- Here the researcher will have to describe the method of data collection, which may be in the form of:
 - Questionnaire
 - Interviews
 - Medical examination
 - Laboratory investigations
 - Screening procedures
- A sample of the proforma should be prepared and attached. The possible cost involved and any financial assistance received must be mentioned.

Operational Definition

- Here the researcher will have to describe the method of data collection, which may be in the form of: May be required in some synopses.
- It is definition of a term specifically telling how it will be measured for e.g.: Morbidity: this encompass a number of aspects viz. prolonged hospital stay, severe pain, immediate complications, long term sequelae.
- A research must define how a vague term will be measured.

Data collection

- A brief note on how data are collected should be included. The information should be about:
- The organizational setup
- Training to data collecting team
- Logistic support
- Plans for collaboration with other organization should be included.

Data Analysis

- Data analysis is an important part of a research project.
- A good analysis leads to good results.
- The plans for data analysis should be mentioned under the following heads
 - Statistical methods
 - Computer program used, and
 - Data sorting method.
- A general statement "appropriate statistical methods will be used." must be avoided.

References

- All references quoted in review of literature and anywhere else in the synopsis should be listed here.
- Vancouver style
- Harvard style
- End note
- Vancouver style is easy to follow and RGUHS recommend Vancouver style.
- <https://www.citethisforme.com/vancouver>

Official requirements

- A synopsis is incomplete if it does not contain the following information:
 1. Name of the researcher and designation
 2. Name and designation of the guide / co-guide.
 3. Name and designation of head of department \ institution
 4. Name of the institution
 5. Signatures of all with official seal

Concluding remarks....

- Synopsis writing is an important step in a research project.
- A good synopsis will give maximum information in minimum words.
- A well-conceived synopsis will go a long way in convincing the reviewer about the ability of the researcher to conduct the project.
- In cases of need for financial assistance, the request will be considered favorably.
- Thus, all research workers should make efforts to prepare a well-structured synopsis.

Data Collection & its methods

Meaning of Data

Data can be defined as a collection of facts, figures or any other related material, which has the ability to serve as the information for the basic study and the analysis. It must be kept in mind that data can be either old in nature or it may be the current one.

For getting answers to any of the queries that are made data related to the questions or the queries is very much needed. Data acts as the back bone for the analysis, so it can be said that no question can be answered without the data.

Analyzation of the data often leads to some of the inferences which are very commonly called as the information. The inference which is based on the guess work or on the opinions can never ever make a place in the research but the factors which play a critical role in the research generally include accuracy, suitability, reliability etc.

Sources of Data

The basic data has a direct affect on the answers to the various questions and hence the source of the data is very much important as it provides the necessary information. The various sources of the data can be summarized as follows:

1. Primary sources: These types of the sources refer to the first hand sources or the original sources at the hands of a researcher, which is not collected in the past. Collection of the primary data can be done with the help of the principle sources of the observation and also the surveys. Primary data in very simple and general language can be defined as the first hand information relating to any type of the research that has been gathered or collected by the researcher or by any of his assistant or an agent.

This type of the data helps in the original investigations and observations, which automatically further leads to the achievement of the various useful and meaningful results. A very important point to be kept in mind about these types of results obtained, which are based on the primary data are bound to be empirical in nature and also play a very critical and defining role in the research methodology.

If the primary data that has been collected and compiled is not bias in the nature acts as a tool of great utility value as then this type of the data becomes very much reliable, accurate and dependable in nature that ultimately helps a great deal in carrying out the various specified investigations.

Once this primary data is used the original features or the characteristics of these data diminish resulting in the formation of the secondary data.

Hence it can be said that the data which acts as primary data at one point of time is bound to become secondary data at some stage or time in the future.

Methods of the collection of the primary data can be categorized as –

A. Observation: In general terms observation can be defined as the process involving the collection of the data by either viewing or listening or both. The best method in this category is to directly and personally observe something to get meaningful data this method is also called as the Direct Personal Observation. In this type of the observation the situation is observed by the researcher in order to collect data relevant to the research. If the observation is without any bias the data that is collected with the help of this type of method acts as the most reliable information.

Observation is also a very cheap method and then also is very effective in its nature of working this method is a very old one data collected in the past about the human race, the environment etc used this method only.

But a major drawback of this type of method is that with the help of observation one is not able to quantify the data and also one cannot reach to some concrete solutions on the basis of the data collected by this method.

So it can be said that observation method should generally be used for carrying out hypothesis testing.

B. Questionnaire and Schedule: With the help of this type of method, data is collected by getting questionnaires completed by the various respondents. This method of questionnaire and schedule is generally employed in order to collect the primary data in a very systematic manner. A questionnaire can be defined as a schedule having a number of coherent questions related to the topic which is being studied. A questionnaire acts as a formulated series of the questions and helps in the collection of the information directly by the investigator himself. A schedule can be defined as the collection of the details in a tabulated form and can be sometimes identical to the questionnaire.

Types of Questionnaire:

1. Structured questionnaire:

- Consists of definite, concrete and pre ordinate questions.
- Has some additional questions as well, limited to those necessary for the classification of the inadequate answers.
- Is segmented in nature.
- Provides information under given titles and the sub titles.
- Helps in getting accurate response and apt information.
- Saves time and also the energy.

2. Non Structured questionnaire:

- Is very simple in nature.
- Is non segmented.
- Has no sub division.
- Can be used for very simple types of studies.

3. Codified questionnaire:

- Expected answers are given in the code numbers.
- Very easy for carrying out the processing.
- Very suitable and also very convenient for the informant.

4. Un Codified questionnaire:

- Very simple in nature.
- Consist of no codification.
- Codification may be sometimes made at the time of compilation but only if it is necessary.

C. Experimentation: Forms a very commonly used and very popular ingredient of the research process, being used in the physical sciences for a long time. An experiment is the process of studying the various aspects of the relationships between the independent and the dependent variables in a controlled situation. It acts as a test or a trial method in order to test a hypothesis in a laboratory.

D. Simulation: Simulation can be defined as the technique used for performing the various sampling experiments on the model of the systems. According to Abelson, stimulation is “the exercise of a flexible imitation of processes and outcomes for the purpose of clearing or explaining the underlying mechanisms involved.”

Stimulation is the form of observational method acting as the theoretical model of the elements, relations and the processes.

This method is very widely used in the war strategies and the tact business problems etc.. It is also used in the various economical problems, political problems, and behavioral problems and also in the social problems.

E. Interview method: This method acts as a very important and a critical way to collect data involving a very planned and a very systematic conversation that takes place between the interviewer/ investigator and the respondent. By this one is able to get very suitable information related to a specific research problem.

By this method of data collection one can get a very suitable range of data having both demographic as well as the social characteristics or any one of them.

In today's world, most people like to talk rather than to write so this method is very much preferred compared to other methods of the data collection. By this method one can get a very deep and in depth view of the problem, hence helps in probing into the problem efficiently.

F. Projective Techniques: The various direct methods are generally based on some assumptions, for e.g. the direct methods like the personal interview, telephone interview etc pre suppose about a person that he is willing to provide some important information about his own behavior, beliefs, feelings etc.. But this is not the case in all the aspects.

There may be some persons who may not give any type of information about themselves or may not give their opinion in a true sense.

In such cases these techniques play a very vital role as these are not dependent on the subject's self insight.

2. Secondary sources: Data can be referred to be secondary in nature if the information provided by the data is not related to the purpose of the research project work i.e. secondary data accounts to the information for the various other purposes and not the purpose involved in the given research work. Secondary data is readily available and the researcher himself has no control over the shape of the data as it is given shape by the others. This type of data is based on the second – hand information i.e. the data that has been collected, compiled and presented in the past by some other company or group and is now being used in the various investigation procedures, this type of data is referred to as the secondary data.

Methods of the collection of the secondary data can be categorized as

A. Internal:

- Involves data that a company is already having.
- This type of data is collected by the company in routine.
- This data is used by the company itself.
- Data collected by such method is always in tune and regard with the research operation's purpose.

B. External:

- Involves data collected by the individuals.
- Data collected acts as a very useful and a meaningful tool for the researcher in carrying out the various research operations.
- Further are of two types – personal sources and the public sources.

i) Personal Sources: These type of sources for the collection of the secondary data generally involve –

- (a) Autobiographies
- (b) Diaries
- (c) Letters
- (d) Memories

ii) Public Sources: These are further of two types:

A. Unpublished: Due to various reasons sometimes the data is not at all published and some examples of such sources can be reports of inquiry commissions, report of special inquiry etc.

B. Published: Such sources include the following:

- (a) Books
- (b) Journals
- (c) Newspapers
- (d) Reports of the government departments
- (e) Reports of the autonomous institutes

Advantages of the secondary data

1. Collection of such data is very economical.
2. Is available quickly.
3. Saves a lot of time.
4. Helps in verifying the primary data.
5. Leads to widening of the data base.

Disadvantages of the secondary data

1. There may be some times when this data is not able to provide the necessary information.
2. Data may not be accurate.
3. The data may not be latest.
4. Data may not be reliable in nature.
5. Has a limited utility.
6. Such data based on the unpublished sources may not be obtained by everyone