

Allama Iqbal Open University AIOU BS BA AD Solved Assignment NO 1 Autumn 2025 Code 9382 Functional English

Q.1 Why is asking and answering questioning skill important during any communication process? What can be the impact of this skill by allowing in personal, academic, and professional fields of life? Explain with examples in Pakistani cultural context.

Introduction

Communication is the backbone of human interaction, and questioning is one of its most powerful tools. The skill of asking and answering questions ensures clarity, develops understanding, and promotes meaningful dialogue.

Questioning is not only a way of seeking information but also an art that builds critical thinking, problem-solving abilities, and interpersonal relationships. In the Pakistani cultural context, where communication is often influenced

by traditions, respect for elders, social norms, and hierarchical structures, asking and answering questions plays a crucial role in personal, academic, and professional life. Without effective questioning skills, communication can become vague, leading to misunderstandings, conflicts, and missed opportunities.

Importance of Asking and Answering Questions in Communication

- 1. Clarity and Understanding** – Questions ensure that messages are understood correctly. If a listener is confused, asking questions can clear doubts. For example, a student in Pakistan may ask a teacher, “Sir, can you explain this math problem again?” to gain clarity.
- 2. Engagement and Participation** – Questions keep both parties engaged. In a classroom, a teacher asking questions ensures that students remain attentive and actively participate in learning.
- 3. Building Relationships** – Asking personal but respectful questions shows interest in others’ lives and strengthens relationships. In Pakistani culture, greeting someone with questions like “How is your family?” builds trust and warmth.

4. Problem Solving – Questions help in exploring different perspectives and finding solutions. For example, in business meetings in Pakistan, managers may ask, “What alternatives do we have to reduce costs?” which encourages collaborative decision-making.

5. Critical Thinking and Reflection – When individuals are asked challenging questions, it pushes them to reflect and think deeply. For instance, teachers in Pakistan may ask students, “What do you think will happen if water scarcity increases in our country?” which promotes analytical thinking.

Impact of Questioning in Personal Life

In personal life, questioning skills strengthen family bonds, friendships, and social interactions. Asking thoughtful questions helps in understanding emotions and resolving conflicts. For example, a parent in Pakistan may ask their child, “Why are you upset today?” which allows the child to express feelings and builds trust. Similarly, in relationships, partners can ask questions to avoid misunderstandings, such as, “What did you mean when you said this?” instead of assuming intentions. In Pakistani culture, where joint families are common, asking questions

respectfully helps manage relationships within extended families, promoting harmony and respect.

Impact of Questioning in Academic Life

In education, questioning is an essential tool for learning and teaching. Pakistani classrooms often follow traditional teacher-centered approaches, but when questioning skills are integrated, they enhance active learning. For students:

- Asking questions improves curiosity and deeper understanding. For example, a student may ask in science class, “Why does the sun appear larger at sunset?” which leads to more interactive learning.
- Answering questions improves confidence, as students practice expressing ideas clearly. In Pakistani schools, students who actively participate in Q&A sessions often develop better communication and leadership skills.

For teachers:

- Asking questions checks comprehension, motivates students, and develops critical thinking. A teacher may ask, “What do you think will happen if Pakistan invests more in renewable energy?” to spark

discussion.

- In universities, questioning during presentations helps students defend their ideas, preparing them for real-life challenges.

Impact of Questioning in Professional Life

In professional life, questioning skills are vital for leadership, teamwork, and organizational growth. In Pakistan's workplaces, which often operate in hierarchical structures, the way questions are asked is especially important—polite, respectful questioning maintains professionalism. Examples include:

- **Job Interviews:** Candidates who ask questions like, “What opportunities for growth does your organization provide?” leave a positive impression.
- **Meetings:** Managers asking employees, “What challenges are you facing in completing this project?” create openness and trust.
- **Healthcare:** Doctors in Pakistan asking patients detailed questions about symptoms ensure accurate diagnosis, while patients asking clarifying questions

about treatment improve compliance.

- **Customer Service:** Businesses succeed when staff ask customers, “How can we serve you better?”—a practice becoming common in Pakistani banks and retail sectors.

Questioning Skills in Pakistani Cultural Context

In Pakistan, communication is influenced by respect, hierarchy, and collectivist values. Asking and answering questions must therefore align with cultural expectations:

- **Respect for Elders:** When questioning elders, politeness and humility are expected. For example, students in rural areas often preface questions with respectful phrases like, “Sir, with your permission, may I ask...”
- **Gender Norms:** In some conservative areas, men and women may hesitate to ask direct questions to each other. Teachers in co-education setups encourage equal questioning opportunities to overcome this barrier.

- **Religious and Social Discussions:** Questioning is encouraged but must be respectful. In religious studies classes, for instance, students may ask scholars for clarification on Islamic rulings, but in a manner that reflects cultural reverence.
 - **Workplace Culture:** Junior employees may feel hesitant to question seniors. However, progressive organizations in Pakistan encourage open communication, where employees can ask managers about project expectations without fear.
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Examples of Positive Impacts in Pakistani Context

1. **Personal:** A child asking parents, “Why do we celebrate Independence Day?” strengthens cultural identity and patriotism.
2. **Academic:** Students at Lahore University of Management Sciences (LUMS) actively ask questions during lectures, creating an environment of debate and critical learning.
3. **Professional:** In Pakistan’s IT industry, employees asking clients detailed questions about project needs

ensures better quality outcomes.

Conclusion

In conclusion, asking and answering questions is a vital communication skill that influences personal relationships, academic growth, and professional success. It ensures clarity, builds confidence, fosters critical thinking, and encourages meaningful dialogue. In the Pakistani cultural context, questioning reflects respect, curiosity, and social values, making it an indispensable part of everyday life. Whether it is a child asking a parent, a student questioning a teacher, or an employee clarifying instructions at work, effective questioning leads to stronger connections and better outcomes across all areas of life.

Q.2 What is seeking confirmation in a multicultural environment? It is a human tendency to look for confirmation and approval from others, explain from real life examples.

Introduction

Seeking confirmation is a natural human behavior where individuals look for validation, agreement, and approval from others for their ideas, beliefs, actions, or decisions. In a multicultural environment, where people from diverse cultural, religious, linguistic, and social backgrounds interact, the tendency to seek confirmation becomes more significant. Humans, as social beings, want to feel accepted and valued, and this desire leads them to look for reassurance that their opinions and actions are right or socially acceptable.

In multicultural settings, such as workplaces, universities, or global communities, individuals often face uncertainty about how others may perceive them. To reduce this uncertainty, they seek confirmation from colleagues, peers, teachers, or friends. This behavior not only strengthens communication but also enhances trust, cooperation, and cultural understanding. In the Pakistani context, where society is diverse in terms of ethnicity, religion, and language, seeking confirmation plays an important role in maintaining social harmony and building inclusive environments.

Meaning of Seeking Confirmation in a Multicultural Environment

Seeking confirmation in a multicultural environment refers to the process of checking whether one's actions, beliefs, or statements are correct, appropriate, or acceptable in the presence of people from different cultural or social backgrounds. It reduces misunderstandings and prevents conflicts that may arise due to cultural differences. For example, a Pakistani employee working in a multinational company may seek confirmation from a foreign colleague before using a cultural reference in a presentation to ensure it is understood correctly.

In such contexts, seeking confirmation is not just about self-assurance but also about respecting others' perspectives and ensuring inclusivity. It reflects open-mindedness and the willingness to adapt in diverse environments.

Human Tendency of Seeking Approval

Humans are naturally inclined to seek approval and acceptance because:

1. **Social Belonging** – People want to be part of a group and feel included.

2. **Avoiding Mistakes** – By asking for confirmation, individuals avoid errors or misunderstandings.
3. **Building Confidence** – Receiving approval reassures individuals that they are on the right track.
4. **Reducing Uncertainty** – In multicultural settings, cultural differences can cause confusion; confirmation removes doubt.
5. **Maintaining Respect** – Seeking approval shows that individuals respect others' opinions and cultural norms.

Real-Life Examples of Seeking Confirmation in Multicultural Environments

1. Personal Life Example

Imagine a Pakistani student studying in the UK. During a group project, the student suggests celebrating the project's success by bringing food. Before deciding on traditional Pakistani dishes like *biryani* or *samosas*, the student asks: *"Would everyone be comfortable if I bring spicy food? Or should I bring something less spicy?"* This question seeks confirmation from peers to ensure cultural inclusivity and respect for their preferences.

2. Academic Example

In Pakistani universities where students from different provinces (Punjab, Sindh, Khyber Pakhtunkhwa, and Balochistan) study together, a teacher may seek confirmation by asking: *“Is this explanation clear for everyone?”* or *“Does anyone have a different perspective from your regional context?”* This confirms that students from varied linguistic and cultural backgrounds are on the same page, making education more inclusive.

3. Workplace Example

A Pakistani professional working in a multinational company with colleagues from China, the USA, and the Middle East may present a business strategy. After explaining, they might ask: *“Does this align with everyone’s cultural and business expectations?”* This confirmation ensures that cultural differences do not create misunderstandings and that the team works towards a common goal.

4. Social Example

In Pakistani culture, hospitality is highly valued. When a Pakistani host invites foreign guests to dinner, they often ask: *“Do you eat spicy food? Would you like tea or coffee?”* This is a way of seeking confirmation and ensuring the guest feels respected and comfortable, regardless of their cultural background.

5. Media and Entertainment Example

In Pakistani dramas that are broadcast globally, producers often seek confirmation about subtitles, translations, or themes. They may consult multicultural teams to confirm that the content is not offensive to foreign audiences, showing sensitivity and respect to diverse cultures.

Importance of Seeking Confirmation in a Multicultural Environment

1. **Prevents Miscommunication** – Confirms that the message is correctly understood across cultures.
 2. **Promotes Respect and Tolerance** – Shows sensitivity toward cultural norms and traditions.
 3. **Strengthens Relationships** – Encourages mutual trust in personal, academic, and professional life.
 4. **Encourages Inclusivity** – Helps everyone feel valued in a diverse group.
 5. **Enhances Learning and Growth** – By seeking feedback, individuals broaden their perspectives and understand other cultures better.
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Pakistani Cultural Context

Pakistan itself is multicultural, with diverse ethnic groups such as Punjabis, Sindhis, Baloch, Pashtuns, and Kashmiris, as well as religious minorities. In such a society, seeking confirmation is crucial for harmony:

- In inter-ethnic marriages, families often seek confirmation about traditions and rituals to avoid disrespect.
- In classrooms, teachers confirm whether explanations are understood in Urdu or regional languages.
- In corporate settings, employees confirm whether cultural holidays such as Eid, Diwali, or Christmas are recognized fairly for diverse staff.

These examples show that confirmation-seeking in Pakistan not only prevents conflict but also builds stronger, respectful, and cooperative communities.

Conclusion

Seeking confirmation in a multicultural environment is a natural human tendency rooted in the desire for belonging, respect, and understanding. It helps individuals ensure

that their actions and communication are appropriate, inclusive, and culturally sensitive. Real-life examples from personal interactions, education, workplaces, and Pakistani society demonstrate that confirmation-seeking reduces misunderstandings and fosters respect across cultural boundaries. In Pakistan's multicultural reality, this practice is not only valuable but essential for maintaining harmony and building trust among people from different backgrounds.

Q.3. What is the meaning of agreeing and disagreeing? Why agree to disagree? Explain from your life experience that agreeing to disagree is good or bad.

Meaning of Agreeing

Agreeing means accepting, supporting, or sharing the same opinion, belief, or decision with another person. It reflects harmony, unity, and understanding in communication. When people agree with each other, cooperation becomes easier, and decision-making is smoother. Agreeing can also strengthen social relationships and create a sense of belonging. For instance, in Pakistan, when a family collectively agrees on arranging a wedding in a traditional manner, it not only simplifies planning but also strengthens family ties. Similarly, in classrooms, when students agree on group assignments or learning methods, it builds teamwork and a cooperative environment.

Agreeing is also an essential part of communication because it gives confidence to the speaker and builds trust. In Pakistani workplaces, when employees agree with a manager's idea, it encourages the manager to implement decisions with confidence. Thus, agreeing serves as a foundation for unity and collective growth in personal, academic, and professional life.

Meaning of Disagreeing

Disagreeing means having a different opinion, perspective, or decision compared to others. It does not always mean conflict; instead, it is a normal human tendency to think differently based on knowledge, experiences, or values. Disagreement can open doors for creativity, debate, and new ideas. For example, in Pakistan, two teachers may disagree on the best way to evaluate students—one may prefer exams, while the other may prefer project-based assessment. Such disagreements, if handled with respect, can generate balanced and innovative approaches.

In families, disagreements are common regarding issues such as children's education, spending habits, or career choices. A father may want his son to become a doctor, while the son wishes to pursue engineering. These disagreements, though stressful, are part of real life and reflect the diversity of thought. In professional contexts, disagreements in business strategies are common, such as whether to invest in digital marketing or rely on traditional methods like TV ads. If managed wisely, disagreements become stepping stones toward improvement.

The Concept of “Agree to Disagree”

The phrase “agree to disagree” refers to a mutual understanding where individuals accept that they cannot

reach a common conclusion but decide to respect each other's perspectives without forcing agreement. This approach emphasizes tolerance, respect, and maturity in communication. Instead of prolonging arguments, people acknowledge differences and move forward peacefully.

In Pakistani society, where political, cultural, and religious diversity exists, “agree to disagree” plays an important role. Political debates are one of the clearest examples. A PTI supporter and a PML-N supporter may never convince each other of their party's superiority. By agreeing to disagree, they can still maintain friendships without turning political arguments into permanent hostility. Similarly, in sectarian or linguistic diversity, people can live together peacefully if they respect each other's views without forcing uniformity.

Importance of Agree to Disagree

- 1. Promotes Social Harmony** – In a multicultural country like Pakistan, agreeing to disagree allows people from various ethnic and cultural groups to coexist peacefully. For instance, Punjabis, Sindhis, Pashtuns, and Baloch may have different customs, but mutual respect sustains unity.
- 2. Prevents Conflicts** – In joint families, disagreements about financial issues, children's future, or property distribution are common. Agreeing to disagree

reduces the chances of quarrels and preserves family bonds.

3. **Encourages Freedom of Thought** – Students and researchers often have diverse views. Agreeing to disagree allows academic debates to continue without pressure, encouraging creativity and critical thinking.
4. **Strengthens Professionalism** – In workplaces, colleagues may differ on strategies. Agreeing to disagree helps teams focus on goals without personalizing conflicts.
5. **Builds Respect and Tolerance** – In daily life, respecting differences shows emotional maturity and cultural awareness.

Real-Life Example from My Experience

From my own experience, I once had a disagreement with a friend about the use of smartphones. I believed smartphones are harmful because they waste time and reduce face-to-face interaction, while my friend strongly argued that smartphones are useful for learning, business, and staying connected. Our conversation became intense, but we finally decided to “agree to disagree.” We realized that both perspectives had value, and our friendship was

more important than winning the argument. This approach preserved our relationship while respecting our differences.

In another instance within my family, there was a debate about career choices. My cousin wanted to join the Pakistan Army, while his parents wanted him to become a doctor. The discussion went on for weeks, but finally, the family agreed to disagree, recognizing that forcing one opinion would harm the child's confidence. This decision brought peace, and eventually, he pursued the career of his choice while maintaining respect for his parents' opinion.

Is Agree to Disagree Good or Bad?

Agreeing to disagree has both positive and negative aspects, depending on the situation.

- **Good Aspects:**

- It protects relationships from breaking due to minor differences.
- It encourages tolerance and respect for diverse opinions.

- It helps in maintaining peace within families, workplaces, and society.
- It promotes democratic values by accepting differences in opinions.

- **Bad Aspects:**

- Sometimes, agreeing to disagree prevents resolution of important issues, such as legal disputes or policy matters.
- In educational or research settings, avoiding deeper discussion might limit innovation.
- It can also lead to ignoring serious conflicts rather than resolving them.

Final Reflection

In my view, agreeing to disagree is mostly beneficial, especially in a society like Pakistan where relationships, family respect, and community peace are highly valued. It does not mean surrendering one's beliefs but simply showing maturity by respecting differences. In personal life, it saves friendships; in academic life, it promotes intellectual freedom; and in professional life, it sustains

teamwork. While it should not be used as an escape from solving serious problems, it is a valuable communication skill that prevents conflicts and encourages respect among people with diverse views.

Q.4. Write a formal letter to a client and express your apologies for the damaged and late delivery of your product.

[Company Letterhead]

ABC Traders Pvt. Ltd.

Karachi, Pakistan

September 25, 2025

Mr. Ahmed Khan

House No. 25, Street 10

Model Town, Lahore

Subject: Apology for Damaged and Late Delivery of Product

Dear Mr. Ahmed Khan,

We sincerely apologize for the inconvenience caused due to the late delivery and damaged condition of the product you recently ordered from our company. At ABC Traders, we value our clients and take full responsibility for ensuring timely and secure deliveries. Unfortunately, due to unexpected delays in shipment and mishandling during transportation, your order did not reach you in the quality and time frame we had promised.

Please rest assured that we have already dispatched a replacement product, which will reach you within the next three working days. The new product has been carefully inspected by our quality assurance team to ensure it meets the highest standards. In addition, as a token of our apology, we are offering you a 15% discount voucher for your next purchase with us.

We understand the frustration this may have caused and assure you that steps have been taken to avoid such incidents in the future. Your trust is very important to us, and we are committed to providing you with the best possible service.

Thank you for your patience and understanding. We look forward to serving you better in the future.

Sincerely,

Muhammad Ali

Customer Service Manager

ABC Traders Pvt. Ltd.

Q.5. Modal verbs are the helping verbs, explain with logical examples. Explain the four categories of modal verbs by using them in sentences. (20)

Modal verbs are special types of auxiliary verbs that are used with the main verb to express possibility, necessity, ability, obligation, deduction, or permission. Unlike ordinary verbs, modal verbs do not change according to tense or subject. They always appear in their base form (e.g., can, could, may, might, must, shall, should, will, would). They are essential in English because they help speakers and writers express attitudes, judgments, or degrees of certainty about an action. Modal verbs are widely used in both spoken and written communication, making them very important for accurate expression. For example, in the sentence “*She can swim,*” the modal verb *can* indicates ability, while in “*You must wear a uniform,*” the modal verb *must* indicates obligation.

Modal verbs can be divided into four categories based on their function: epistemic, deontic, volitional, and praxic. Each of these categories has its own usage, and examples from each help us understand their purpose more clearly.

i. Epistemic Modals (Relating to Possibility, Deduction, Expectation)

Epistemic modals are used when the speaker makes a judgment about the truth of a statement. They express possibility, probability, certainty, or deduction based on evidence or reasoning. In other words, epistemic modals deal with the *likelihood* of something happening.

Examples:

- *It might rain tomorrow.* (Possibility – the speaker thinks there is a chance of rain.)
- *She must be a teacher; she is always explaining things so clearly.* (Deduction – the speaker concludes something based on evidence.)
- *The students should be in the classroom by now.* (Expectation – the speaker assumes something logically.)
- *This car can reach a speed of 200 km/h.* (Possibility based on capacity or facts.)

These modals show how certain or uncertain we are about a fact. For instance, in Pakistani culture, one might say: *“The guests must have left because the lights are off,”* which is a deduction from evidence.

ii. Deontic Modals (Relating to Ideals, Duty, or Regulations)

Deontic modals refer to necessity, obligation, rules, permissions, and prohibitions. They are used when talking about social rules, laws, personal duties, or moral requirements.

Examples:

- *You must wear a helmet while driving a motorcycle.* (Obligation under law in Pakistan.)
- *Students should respect their teachers.* (Moral duty or ideal behavior.)
- *You may enter the office after signing the register.* (Permission granted.)
- *You must not cheat in exams.* (Prohibition or restriction.)

In Pakistani context, a practical example is: “*Citizens must pay taxes according to the law,*” which shows a legal requirement. These modals are directly connected to maintaining discipline and order in society.

iii. Volitional Modals (Relating to Requests, Offers, Intentions, or Plans)

Volitional modals are used to express willingness, requests, promises, or decisions. They show the speaker's attitude toward an action they are willing to do or asking someone else to do. These modals are highly common in everyday conversations because they deal with human interaction and planning.

Examples:

- *Will you help me with my homework?* (Request)
- *I shall call you tomorrow.* (Promise or intention)
- *Would you like some tea?* (Offer)
- *We will organize a farewell party next week.* (Plan)

In Pakistani cultural interaction, volitional modals are commonly used in polite expressions. For instance, “*Would you like to join us for dinner?*” is a polite offer, while “*I will accompany you to the bazaar*” shows willingness to assist.

iv. Praxic Modals (Relating to Performance or Habit)

Praxic modals describe abilities, skills, habits, or general tendencies of performance. They refer to what someone is

able to do or usually does. These modals are often related to actions repeated over time or natural capacities.

Examples:

- *He can speak five languages fluently.* (Ability)
- *When we were children, we would play cricket every evening.* (Habit in the past)
- *She can cook delicious biryani.* (Skill)
- *Farmers can work long hours in the fields during the harvest season.* (Performance ability)

In Pakistan, for example, one might say: “*Students can perform well if they are guided properly by teachers,*” which emphasizes ability. Similarly, “*Elders would tell stories to children every night,*” reflects a cultural habit from the past.

Conclusion of Categories in Context

The four categories of modal verbs help us understand how they shape meaning in communication: epistemic modals allow us to express probability and deduction, deontic modals regulate obligations and permissions,

volitional modals reflect plans and requests, while praxic modals highlight abilities and habits. Together, they enrich language by expressing subtle shades of meaning, guiding how we interpret actions, rules, and intentions in daily life.