

LQ

Roll No.

Communication Skills

3K-ASN-9

Time : 3 hrs.

M.M. 100

Note:—

1. Part 'A' may be attempted in first 6 pages of Answer Sheet.
2. Part 'B' in rest of the Sheets of Answer Sheet.
3. Answers may be given in English.

PART - 'A'**1. Attempt any 10 questions**

(10 x 2 = 20)

- (a) Communication is a -----
- (i) theory
 - (ii) novel
 - (iii) process
 - (iv) something to eat
- (b) Ideas originate in -----
- (i) the mind of sender
 - (ii) the mind of receiver
 - (iii) the medium
 - (iv) the atmosphere
- (c) The message travels through-----.
- (i) air
 - (ii) water
 - (iii) vacuum
 - (iv) medium
- (d) The most significant part of the process of communication is-----.
- (i) address
 - (ii) system
 - (iii) notice
 - (iv) feedback

- (e) who does the decoding?
- sender
 - receiver
 - medium
 - no-one
- (f) What is effective communication?
- The sender speaking loudly
 - The receiver shouting back
 - The message being understood exactly
 - Both the sender & the receiver speaking
- (g) Barrier to communication means-----
- The sender does not send the message.
 - The receiver refuses to receive the message.
 - The message does not have the desired effect.
 - There is a traffic jam.
- (h) Conciseness in communication can be achieved by.
- leaving out unnecessary details.
 - leaving out unnecessary words.
 - avoiding repetition of words and information.
 - all of the above.
- (i) Socio-cultural barriers are not formed by
- Social Status
 - Culture
 - Intelligence
 - Property
- (j) Feedback is instant in-----
- Face to face Communication
 - Written Communication
 - Non-verbal Communication
 - Media Communication
- (k) Language barriers are known as
- Psychological barriers
 - Organizational barriers
 - semantic barriers
 - physical barriers

- (l) Listening is the ----- activity in communication.
- (i) Sender's
 - (ii) Media's
 - (iii) Computer's
 - (iv) receiver's
- (m) Report does not include the
- (i) information
 - (ii) conclusion
 - (iii) analysis
 - (iv) poetry
- (n) The word 'Precis' actually means
- (i) a story
 - (ii) an elaborated
 - (iii) a summary
 - (iv) none
- (o) ----- is the list of items which are to be discussed in a meeting.
- (i) Circular
 - (ii) Notice
 - (iii) Telex
 - (iv) Agenda
- (p) Who writes a Quotation letter?
- (i) Prospective buyer
 - (ii) Prospective Seller
 - (iii) An officer
 - (iv) None of them

2. Attempt any Five questions.

(5 x 4 = 20)

- (i) What is communication? Briefly describe the importance of communication in the corporate world.
- (ii) Explain two advantages of written communication
- (iii) How does language act as a barrier to effective communication?
- (iv) "Feedback is the most important element in the process of communication" Explain in brief.
- (v) Which things would you keep in mind before attending an interview?
- (vi) Who writes an enquiry letter? What is the purpose of writing an enquiry letter?
- (vii) Write a short note on the importance of group discussion.

PART - 'B'

(3 x 20 = 60)

Attempt any Three questions, Question No. 7 is compulsory.

3. (a) A company requires a computer programmer. Prepare a classified advertisement in about 25 words giving necessary details.
- (b) What are the barriers to communication? Explain any two.
4. (a) An employee of your company has been absent from duties for the last six months without informing the office. Write a memorandum to him asking why an action should not be taken against him?
- (b) The books on Applied Physics supplied to your institute are found torn and damaged. Write a letter of complaint to the dealer for immediate replacement.
5. (a) Write a letter to the editor the 'Times of India' about the irregular water supply in your area.
- (b) What is oral communication? Explain the disadvantages of oral communication.
6. (a) Your institute has decided to organize a Job Fair in the institute. Prepare a suitable notice urging the final year students to attend it. Sign as the General Secretary, Students Union.
- (b) Write a report on Science Exhibition held in your institute.
7. (a) There is an advertisement in the 'Hindustan Times' dated 25th October, 2017 for the post of a Lecturer, Computer Application in a reputed institute. Write an application to the Principal and give your resume also.
- (b) Make a precis of the following passage with a suitable title.

Punctuality is the habit of doing things at the right time. It is a very important habit. A man who does everything in a time succeeds in life. But he who does not do so often fails. A punctual man is able to do more work than a man who lacks the habit of punctuality. He gets praise from all quarters. For service personnel the habit of punctuality is all the more important. We must do all our work in time. We must not be late. This will bring us happiness and success. Lives of great man tell us how punctuality helped them in achieving success. We should all cultivate this habit.