

2014

Time : 3 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The figures in the margin indicate full marks.

Answer from both the Groups as directed.

Group – A

(Objective-type Questions)

Answer all questions.

1. Choose the correct answer of the following : **2×10 = 20**
- (a) Which of these is a communication skill ?
- (i) Talking clearly
 - (ii) Chewing gum

(Turn over)

- (iii) Looking bored
- (iv) Eating

(b) What body language shows you are listening ?

- (i) Turning away from the speaker
- (ii) Nodding and making eye contact
- (iii) Looking out of the window
- (iv) Walking away

(c) Our personalities develop as a result of :

- (i) Genetic inheritance
- (ii) Environment influences
- (iii) Both of the above
- (iv) None of the above

(d) The person who attaches meaning to the message is called :

- (i) Sender
- (ii) Channel
- (iii) Receiver
- (iv) Decoder

NR - 5/3

(2)

Contd.

(e) The routes through which communication passes is called :

- (i) Channel
- (ii) Message
- (iii) Document
- (iv) Email

(f) Downward communication is important because :

(i) Subordinates need guidance and leadership

(ii) Messages get lost

(iii) Staff are rarely at work

(iv) Mission statements should be shown

(g) Factors that get in the way of effective communication are known as :

(i) Incentives

(ii) Technologies

(iii) Barriers

(iv) Jargon

NR - 5/3

(3)

(Turn over)

(h) Which of these is an example of oral communication ?

- (i) Written report
- (ii) Email
- (iii) Telephone call
- (iv) Text message

(i) Which type of communication is highest in media richness ?

- (i) News letter
- (ii) Video Conferencing
- (iii) Telephone
- (iv) Face to face presence

(i) The transfer of information and understanding from one person to another is called :

- (i) Feedback
- (ii) Transmission
- (iii) Conversation
- (iv) Communication

NR - 5/3

(4)

Contd.

Group - B

(Long-answer Type Questions)

Answer any four questions following : 15x4 = 60

2. What do you understand by channels of communication ? Discuss.
3. Write a note on social and office manners.
4. What is downward and upward communication ? Discuss.
5. Write a note on methods of communication.
6. What are the necessities of an effective business presentation ? Elaborate.
7. Write a note on hearing as an effective communication skill.
8. What are barriers to communication ? Discuss.
9. Write a paragraph in 250 words on any one :
(a) Listening skills

NR - 5/3

(5)

(Turn over)

(b) Women Empowerment

(c) Students Election

(d) Office Eitiquettes

(e) Group Discussion

