

**2010**

*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) Psychological Barrier is :

- (i) Noise
- (ii) Emotional feelings
- (iii) Prejudice
- (iv) Lack of clarity



- (b) A 'No Smoking' sign outside the factory premises is :
- (i) Formal communication
  - (ii) Informal communication
  - (iii) Downward communication
  - (iv) Upward communication
- (c) Pencils, pens, papers, pins, inks, clips and tags are .....
- (i) Cutlery
  - (ii) Office holds
  - (iii) Stationary
  - (iv) None of these
- (d) An important part of language is ..... both active and passive.
- (i) Punctuation
  - (ii) Tenses
  - (iii) Vocabulary
  - (iv) Preposition
- (e) Advertisements are form of presentation :
- (i) Formal
  - (ii) Informal
  - (iii) Personal
  - (iv) Non-personal
- (f) What is the shorter substitute of the phrase 'in the near future' is ?
- (i) Although
  - (ii) Now
  - (iii) Soon
  - (iv) On
- (g) It is not a leadership skill in group discussion:
- (i) Ability to inspire



- (ii) Ability to lead
- (iii) Ability to carry team long
- (iv) Listening receptively
- (h) ..... communication covers picture, graphs, charts etc :
  - (i) Upward                      (ii) Downward
  - (iii) Pictorial                  (iv) Interactive
- (i) C.V. is two part of application, one is covering letter and second is :
  - (i) Bio-data                      (ii) Information
  - (iii) Enclousers                (iv) None of these
- (j) (I) In grapevine the flow of direction takes places as per hierarchy :
  - (II) Formal communication is official communication
    - (i) I-t, II-t                      (ii) I-f, II-t
    - (iii) I-t, II-f                    (iv) I-f, II-f

**Group – B**

**(Long-answer Type Questions)**

Answer any four questions :                      15×4 = 60

1. What is negotiation ? Explain win-win situation in negotiation with the help of suitable example.

SB – 11/1

( 3 )

( Turn over )



2. What is grapevine ? How can the management use it to boost the morale of employees ?
3. What is two part job application ? Write your C.V. applying for job of HR manager at NTPC.
4. What is Group Discussion ? Write the characteristics of Group Discussion.
5. What is precis writing ? Write steps of good precis writing.
6. Write a paragraph at least **250** words on the following :
  - (a) Unemployment and its solution
  - (b) Global warming
  - (c) Child labour and its solution
7. How does effective feedback improvement communication ? How can written presentation be by non-verbal methods of communication ?
8. What is SCRAP ? What is the best mode for communicating with a client from whom you have to recover Rs. 4,79,045 ? Select the mode and send a message in slightly harsh tone.

