

2019(Even)**Time : 3Hrs.****Sem. I/II**
Comm. Skill-II**Full Marks : 70****Pass Marks : 28***There are two parts in the question**PART-I(ENGLISH) & PART-II(HINDI)***प्रश्न में दो खण्ड-I (अंग्रेजी एवं खण्ड-II (हिन्दी)***Answer 16 Question from Part-I and 4 Question from Part-II of Group-A, each question carries 1 mark***ग्रुप-A के खण्ड-I से 16 तथा खण्ड-II से 4 प्रश्नों के उत्तर दें, प्रत्येक प्रश्न का मान 1 अंक है।***Answer 4 question from Part-I and 1 Questions from Part-II, of Group-B, each question carries 4 mark.***ग्रुप-B के खण्ड -I से 4 तथा खण्ड -II से 1 प्रश्न के उत्तर दें, प्रत्येक प्रश्न का मान 4 अंक है।***Answer 3 Question from Part-1 and 2 Questions from Part-II of Group-C each question carries 6 mark.***ग्रुप-C के खण्ड-I से 3 तथा खण्ड -II से 2 प्रश्नों के उत्तर दें, प्रत्येक प्रश्न का मान 6 अंक है।***All parts of a question must be answered at one place in sequence, otherwise they may not be evaluated.***एक प्रश्न के सभी अंशों का उत्तर एक ही जगह (लगातार क्रम में) होना चाहिए, अन्यथा वे जाँचे नहीं जा सकते हैं।***The figure in right hand margin indicate marks.***दाएँ पार्श्व के अंक पूर्णांक के सूचक हैं।****P.T.O****GROUP A**

1. Choose the most suitable answer from the following options : **1x16=16**

- (i) The Stimulus to communicate takes place in the mind of:
 (a) Receiver
 (b) Transmitter
 (c) A relation of transmitter
 (d) All of these
- (ii) Semantic gap refers to the:
 (a) Time gap taken by the receiver to understand the message
 (b) Time period consumed in giving feedback
 (c) The smile of the communicator
 (d) Body language of the receiver
- (iii) Chronemics refers to:
 (a) Use of time
 (b) Vocal clues
 (c) Space distancing
 (d) Gestures

- (iv) Written communication includes:
- (a) A good skill and competence in language and vocabulary
 - (b) Careful choice of words in correct sequence
 - (c) It is more valid and reliable in today's world of business and professionalism
 - (d) All of these
- (v) Speech contains the element of Paralanguage such as: <https://www.sbteditploma.com>
- (a) Voice quality
 - (b) Speaking Style and prosodic features like rhythm, stress etc.
 - (c) Both (a) and (b) above
 - (d) Eye contact
- (vi) Person based feedback relates to:
- (a) Sender's personality, his behaviour
 - (b) Performance
 - (c) Sender's attitude and etiquettes
 - (d) Both (a) and (b) above

- (vii) Technical communication does necessarily require:
- (a) Proficiency in language
 - (b) Proficiency in structuring ideas
 - (c) Proficiency in subject
 - (d) All of these
- (viii) Non verbal communication means
- (a) Communication using negligible number of verbs
 - (b) Communication through body movements
 - (c) Communication without verbs
 - (d) All of these
- (ix) Which one is not an element of communication?
- (a) Air
 - (b) Sender
 - (c) Receiver
 - (d) Message

- (x) Feedback is:
- The process through which the speaker receives information about how his message has been accepted by the receiver
 - The process to get receiver's reaction to a certain message
 - It is in the form of question, praise, query, comment about sender or his performance
 - All of these
- (xi) Messages sent by sub-ordinates to superiors are labelled as:
- Downward communication
 - Upward communication
 - Horizontal communication
 - None of these
- (xii) Which one is not applicable to Grapevine?
- It is always in written form
 - It is also known as informal Communication Network
 - It exists because the formal network does not always provide adequate information about organizational life
 - It is juicy and interesting with freshness about the stories

- (xiii) Horizontal Communication is also known as:
- Upward Communication
 - Downward Communication
 - Lateral Communication
 - None of these
- (xiv) The encoder of the message is:
- Audience
 - Receiver
 - Media
 - None of these
- (xv) Paralanguage does never include:
- Rhythm
 - Intonation
 - Stress
 - Cultural aspects
- (xvi) How much percentage of communication is covered by Non verbal communication?
- 35%
 - 65%
 - 10%
 - 15%

GROUP - BAnswer all **Four** questions.**4x4=16**

2. What do you mean by Feedback in Communication?

4**OR**

Differentiate between Circular and Notice.

3. List down the Channels of Communication.

4**OR**

What particulars are needed for making a resume?

4. Write a short note on 'Tables and Charts as Visuals' OR 'One Way Communication'.

4**OR**

State and define the components of communication.

5. How is Communication a process?

4**OR**

State the role of Eye Contact in making Communication lively and natural.

P.T.O**GROUP - C**Answer all **Three** questions.**6x3=18**

6. Consider the role of Communication in life.

6**OR**

State and elaborate different parts of Formal Letter.

7. Write a letter for appointment to the post of supervisor as advertised recently by a reputed company in a popular daily newspaper. Remember you are Nuzzat Perween Shahid Perwez.

6**OR**

Discuss with appropriate examples the role of Kinesics in communication.

8. Explain the term 'Feedback' and its role in making communication complete.

6**OR**

Identify and analyse the barriers to classroom learning.

P.T.O

ग्रुप- ए

सर्वाधिक उपयुक्त विकल्प को चुनकर लिखें :

1x4=4

- (i) मौखिक सम्प्रेषण की विशेषता नहीं है—
 (क) समय की बचत
 (ख) त्रुटियाँ होने की कम संभावना
 (ग) धीमी गति से सम्प्रेषण
 (घ) प्राप्तकर्ता से फीडबैक मिलने की पूरी संभावना।
- (ii) जब किसी विषय के संदर्भ में कई लोगों के विचार भिन्न होते हैं तो उनके मध्य होनेवाले सम्प्रेषण को कहते हैं—
 (क) सम्मेलन
 (ख) विचार गोष्ठी
 (ग) वाद-विवाद
 (घ) पैनल वार्ता
- (iii) मनुष्य के व्यक्तित्व का दर्पण होता है—
 (क) शिष्टाचार
 (ख) चेहरा
 (ग) परिधान
 (घ) कौंच

- (iv) निम्न में से कौन-सा सम्प्रेषण के तौर-तरीकों के संबंध में सही नहीं है?
 (क) बातचीत में हार्दिक सद्भाव व आत्मीयता
 (ख) नेत्र संचार
 (ग) व्यंग्य करना
 (घ) धैर्य पूर्वक प्रश्न पूछना

ग्रुप- बी

एक प्रश्न का उत्तर दे

4x1=4

9. श्रवण कौशल को प्रभावी बनाने हेतु ध्यान में रखें जाने वाले किन्हीं तीन तकनीक पर प्रकाश डालें।

4

OR(अथवा)

फीडबैक क्या है?

ग्रुप- सी

दो प्रश्नों के उत्तर दें।

6x2=12

10. सम्प्रेषण के माध्यमों का वर्णन करें।

6

OR(अथवा)

लिखित और मौखिक सम्प्रेषण में अन्तर स्पष्ट करें।

11. सम्प्रेषण में फीडबैक की उपयोगिता पर प्रकाश डालें। 6

OR(अथवा)

एक सफल वक्ता की विशेषताओं का वर्णन करें।

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