

2/131

1102E1606

Candidate's Seat No : _____

**IMBA in FS (NEP) Sem.-1 Examination
MDC-FS-114 T**

Managerial Communication & Org Behaviour

Time : 2-00 Hour]

February-2025

[Max. Marks : 50

Instructions: <ul style="list-style-type: none">• Figures to the right indicate Full Marks.• Do not write anything on the question paper.• Both the sections are of 25 marks each.		
SECTION - A MANAGERIAL COMMUNICATION		
Q.1(A)	Explain in detail the 7 C's of effective communication.	07
Q.1(B)	List the barriers of effective communication and explain any 1 in detail. OR What is the importance of Communication?	03
Q.2 A)	Explain in detail types of formal communication OR Explain the types of listening in detail	07
Q.2(B)	Explain the terms: Proxemics & Haptics.	03
Q-3	MCQ 1) "Clarity" can be achieved by _____. A) Using complex vocabulary. B) Organizing thoughts logically. C) Speaking quickly. D) Providing too much information. 2) Which of the following is a characteristic of non-verbal communication? A) It only involves the use of written words. B) It includes body language, eye contact, and touch. C) It is solely based on facial expressions. D) It is only used in formal settings.	05

(P.T. 0)

	<p>3) How can empathetic listening improve communication?</p> <p>A) By ensuring the listener absorbs every detail of the message.</p> <p>B) By focusing on understanding the speaker's emotions and providing support.</p> <p>C) By critically analyzing the speaker's tone and pitch.</p> <p>D) By selectively focusing on specific aspects of the conversation.</p> <p>4) What type of listening is primarily used when you want to absorb information during a lecture?</p> <p>A) Empathetic listening</p> <p>B) Comprehensive listening</p> <p>C) Discriminative listening</p> <p>D) Appreciative listening</p> <p>5) Which of the following is an example of visual communication?</p> <p>A) Email</p> <p>B) Infographics</p> <p>C) Phone Call</p> <p>D) Face-to-Face Communication</p>	
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SECTION B ORGANIZATION BEHAVIOR		
Q.1	What is motivation and narrate any two theories of motivation.	10
Q.2	What is personality. Give example. Why personality traits are important? OR What is perception? Give three ways to improve it.	05
Q-3	Define Organizational Behavior (OB) and explain its key features. Discuss the major challenges organizations face in managing OB effectively in the contemporary business environment. OR What is learning? Discuss its principles.	10