

Seat No. : _____

DC-107

December-2013

5 Years MBA Integrated (KS) F.Y. MBA

Communication Skills

Time : 3 Hours]

[Max. Marks : 70

1. Discuss various kinds of barriers to communication, substantiate your answer with one example for each. **20**

2. What do you mean by kinesics or body language ? Discuss its various aspects in detail. **20**

OR

Write a note on the advantages and disadvantages of written and oral communication.

3. What are the four directions of organizational communication ? Explain each in brief. **20**

OR

Define upward communication. What are the barriers to effective upward communication ? What are the ways to improve the effectiveness of upward communication ?

4. (a) Choose the correct alternative : **5**

(1) You _____ be punctual. (should, would, ought)

(2) I wish you _____ tell me earlier. (ought, should, must)

(3) You _____ to pay your debts. (ought, should, must)

(4) I _____ to be an atheist but now I believe in God. (would, used, ought)

(5) He said I _____ use his telephone at any time. (can, might, should)

(b) Fill in the blanks with suitable prepositions : **5**

(1) He lives _____ Hyderabad. He lives _____ 48 Tilak Street.

(2) We shall stay three months _____ America.

(3) The child has been missing _____ yesterday.

(4) I must start _____ dawn to reach the station in time.

(5) He does not leave his house _____ 9 O'clock.

- (c) Complete the following sentences by filling in A or An or The as may be suitable : 5
- (1) He looks as stupid as _____ owl.
 - (2) Rustam is _____ young Parsee.
 - (3) _____ Ganga is _____ sacred river.
 - (4) French is _____ easy language.
 - (5) English is _____ language of _____ people of England.
- (d) Choose the correct verb form (tense) from those in brackets : 5
- (1) Ashok fell off the ladder when he _____ the roof. (is mending, was mending, mended)
 - (2) Here are your shoes, I _____ them. (just clean, just cleaned, have just cleaned)
 - (3) It started to rain while we _____ tennis. (are playing , were playing, had played)
 - (4) By 2020, robots _____ many of the job that people do today. (will be taking over, will have taken over)
 - (5) This book is not long. I _____ it by lunch taken over. (will be reading, will have read)

5. (a) Provide the character analysis of Swaminathan. 10

OR

Describe the character of Sundari. What lesson can you learn from the story "The Hunchback" ?

- (b) State whether the following are true or false : 10
- (1) Narasimha Sastri's wife died of septic fever after giving birth to their son.
 - (2) Albert Mission School was two hundred years old.
 - (3) Sundari's mother died of a broken heart.
 - (4) The mad dog who was said to be wandering in the neighbourhood was Moti.
 - (5) Kamala and Kamachi lived in a rented apartment opposite Sastri's house.
 - (6) Lakshmi was Sundari's daughter.
 - (7) Samuel was the assistant headmaster of Albert Mission School.
 - (8) Swami's father wrote a letter to the principal complaining about the school's lack of cleanliness.
 - (9) Sundari did not do any work in the house because of her physical defects.
 - (10) Panditji used to pay ₹15 to Ramu for taking care of Moti.