

Seat No. : _____

NE-131

December-2015

First Year M.Sc. (CA & IT)

Communication Skills

Time : 3 Hours]

[Max. Marks : 100

1. (A) What is communication ? Describe the process of communication, indicating clearly the role of each constituent element. **10**
- (B) Write short notes on any **Two**. **10**
 - (1) Kinesics
 - (2) Advantages of Non-Verbal communication.
 - (3) Chronemics

2. (A) What do you understand by flow of communication ? Discuss all the directional flow of communication. **10**
- (B) Answer the following questions. **10**
 - (1) What is oral communication? Write down its merits and demerits.
 - (2) What is meant by barriers to communication? How and why do they occur ?

3. Do as directed. **20**
 - (1) You've got very long _____. (Choose from: hair, hairs)
 - (2) I have to go to ____ bank and then I'm going to ____ post office. (Use appropriate Article)
 - (3) Today Alison's mother ____ (to want) to speak to her daughter's teacher. So she has ____ (to go) to the school to see her. (Use appropriate verb form)
 - (4) An ____ is a word which expresses some sudden feeling. (Select from: Adjective, Adverb, Interjection)
 - (5) Columbus made his first voyage ____ Europe ____ America ____ 1492. (Use appropriate Prepositions)
 - (6) Have you ever been bitten ____ a dog ? (Choose from: through, by, from)
 - (7) At first I didn't like my job, but ____ to enjoy it now. (Select from: I'm beginning, I begin)

- (8) That bag looks heavy. ____ you with it. (Choose from: I'm helping, I help, I'll help)
- (9) '____ you read anything of Ernest Hemingway?' 'No, what sort of books ____ he write?' (Use appropriate form of 'DO' and 'HAVE')
- (10) 'The books are where you left them.' Word them is called _____. (select from : Noun, Pronoun, Adjective ,Verb)

4. Answer the following questions : (Any **Four**) **20**

- (1) How does the story 'Diamond Necklace' end? What is the dramatic turn that happens?
- (2) Express your thoughts on the relationship of father and daughter in the story 'The Cabuliwallah'.
- (3) How did you find the 'Hitch-Hiker' and his talent? Express your thoughts.
- (4) How does the story 'The Last Salvation' represent the eternal sacrifice of mother and the eternal ingratitude of her children?
- (5) Describe the personality of Gangu.
- (6) 'All who give gifts; Della and Jim were the wisest.' Explain
- (7) How did Harisharman maintain his reputation at the end of the story 'A Slip of the Tongue'?

5. (A) Select appropriate option. **10**

- (1) The term 'Communication' comes from the Latin word *communicare* that entered the English language in the ____ centuries.
- (a) 12th and 13th
- (b) 13th and 14th
- (c) 14th and 15th
- (d) 15th and 16th
- (2) If the management circulates the copy of a new bonus and incentive scheme among all employees, it is ____ communication.
- (a) downward
- (b) upward
- (c) spiral
- (d) horizontal

- (3) _____ are observed actions.
- (a) Posture
 - (b) Gestures
 - (c) Haptics
 - (d) All of the above
- (4) _____ is the means or method used for conveying the message.
- (a) Sender
 - (b) Channel
 - (c) Feedback
 - (d) Audience
- (5) _____ means making efforts to change or influence the attitudes and behavior of others.
- (a) Counseling
 - (b) Advice
 - (c) Raising morale
 - (d) Persuasion
- (6) How many parts of speech are there ?
- (a) 7
 - (b) 8
 - (c) 9
 - (d) 10
- (7) Which short story is written by Chinua Achebe ?
- (a) 'The Last Salvation'
 - (b) 'The Voter'
 - (c) 'The Hitch-Hiker'
 - (d) 'The Child'
- (8) Who is Gomtidevi ?
- (a) Sister of Gangu
 - (b) Wife of Gangu
 - (c) Wife of the narrator
 - (d) Daughter of the narrator

- (9) ____ is the loudness or softness, which can be consciously adjusted to the number of persons in the audience and the distance between the speaker and the listeners.
- (a) Tone
 - (b) Volume
 - (c) Pitch
 - (d) Accent
- (10) _____, Professor Emeritus of Psychology, UCLA, is a pioneer in the field of understanding communication.
- (a) Albert Mehrabian
 - (b) Prakash Singh
 - (c) Ruskin Bond
 - (d) Guy de Maupassant

(B) Answer the following questions in brief.

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- (1) Write the few lines about the appearance of the astrologer. How does his appearance add to the effect of his profession ?
 - (2) How did Banu think of solving the problem between the Muslims and the Hindus ?
 - (3) Raising morale as an objective of communication.
 - (4) Name five types of documents used in business.
 - (5) Explain what is meant by body language.
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