

N2014

1602101/1601201/P1602101

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-I 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

OR(अथवा)

एक सफल वक्ता की विशेषताओं का वर्णन करें।

11. सञ्चलन में कीटबैक की उपस्थिति पर प्रकाश
जानें। 6

- (iv) निम्न में से कौन-सा सम्प्रेषण के तौर-तरीकों के संबंध में सही नहीं है?
 (क) बातचीत में हार्दिक सदभाव 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 रखे जाने वाले किन्ही तीन तकनीक पर प्रकाश डाले। 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।

- (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:
 (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

प्रश्न-५

सर्वाधिक उपयुक्त विकल्प को चुनकर लिखें :

1x4=4

(i) मौखिक सम्बंधन की विशेषता नहीं है—

(क) समय की बचत

(ख) रूटियाँ होने की कम संभावना

(ग) धीमी गति से सम्बंधन

(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

सम्बंधन को कहते हैं—

(क) सम्मेलन

(ख) विचार गोष्ठी

(ग) वाद-विवाद

(घ) ध्वनल वाता

(iii) मनुष्य के व्यक्तित्व का दर्पण होती है—

(क) शिष्टाचार

(ख) चरित्र

(ग) परिधान

(घ) क्राय

(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

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.

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

P.T.O

P.T.O

GROUP - B

Answer all **Four** questions. 4x4=16

2. What do you mean by Feedback in Communication? 4

OR

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

(xiii) Horizontal Communication is also known

- (a) Upward Communication
- (b) Downward Communication
- (c) Lateral Communication
- (d) None of these

(xiv) The encoder of the message is:

- (a) Audience
- (b) Receiver
- (c) Media
- (d) None of these

(xv) Paralanguage does never include:

- (a) Rhythm
- (b) Intonation
- (c) Stress
- (d) Cultural aspects

(xvi) How much percentage of communication is covered by Non verbal communication?

- (a) 35%
- (b) 65%
- (c) 10%
- (d) 15%