

Instructions:-

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **NINE** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question No. 1 is compulsory.

Q.1 Choose the correct option of the following: (Answer any seven)

[2 x 7 = 14]

- (a) Feedback in communication means:
 (i) Feedback to know the message is delivered or not.
(ii) Inquiry that the message is delivered or not.
(iii) Inquiry that the message is conveyed as it is to send the receiver.
(iv) None of these.
- (b) Our dress code is an example of _____ communication.
(i) Verbal (ii) Non-verbal (iii) Written (iv) Spoken
- (c) A bird in hands worth two in the bush is an example of _____
(i) Cliches (ii) Redundancies (iii) Adjective (iv) Phrase
- (d) Which of this element is not involved in the process of communication?
 (i) Pipe (ii) Sender (iii) Message (iv) Channel
- (e) What is the part of the letter that includes the address and date at the top?
(i) Greeting (ii) Heading (iii) Body (iv) Closing
- (f) What is a report?
(i) Complaint (ii) Narration (iii) Speech (iv) Formal communication
- (g) Like other technical writings, a report has three parts. They are
 (i) Front matter, Main body, Back matter
(ii) Forward, Backward, Middle
(iii) Light, Heavy, Moderate
(iv) All of the above
- (h) Write the following statements as True or False:
(i) There is no specific use of proposals in the business world. F
(ii) Memorandum reports are generally brief. T
- (i) Presentations are meant to.
(i) celebrate an occasion
(ii) welcome or bid farewell to someone
 (iii) communicate a message to an audience
(iv) All of the above

- j) Organization structure means:
- (i) Position of human resource in hierarchy structure of any organization.
 - (ii) Physical structure of any organization.
 - (iii) Financial structure of any organization.
 - (iv) None of these

Q.2 Write notes on any two of the following:

- (a) Technical writing
- (b) Importance of time management
- (c) Self-esteem
- (d) Human factors in communication

Q.3 What is the relationship between social responsibility and ethics?

- Q.4 (a) Define communication. Explain different types of communication.
(b) What are the Common communication barriers? Explain.

Q.5 What are the top three ways to improve on performance at work?

- Q.6 (a) What are the various factors that determine document design and information?
(b) What do you mean by organizational strategy? Explain it with its essential features.

Q.7 What are the roles and responsibilities of an engineer? Describe in details.

Q.8 How different graphic representation describe attributes, discuss with different graphic/pictorial diagram?

- Q.9 (a) What is communication cycle? Discuss its essential components.
(b) Write a short note on effective presentation techniques.

