

**P. P. SAVANI UNIVERSITY**

Second semester of B.Tech Examination

January-2022

**SEPD1020 Communication Skills**

27.01.2022, Thursday

Time: 12:30 p.m. to 03:00 p.m.

Maximum Marks: 60

**Instructions:**

1. The question paper comprises of two sections.
2. Section I and II must be attempted in separate answer sheets.
3. Make suitable assumptions and draw neat figures wherever required.
4. Use of scientific calculator is allowed.

**SECTION - I**

**Q - 1** MCQ (Any Five)

[05]

- (i) We spend the day time in one or other form of oral communication. What is the ratio?  
A. 50-70%  
B. 70-75%  
C. 60-70%  
D. 65-70%
- (ii) \_\_\_\_\_ is a part of Kinesics.  
A. Distance  
B. Emblem  
C. Ambience  
D. Employment
- (iii) Shweta is sending the response to the message she has received from Aarav. The response is the \_\_\_\_\_ component of the communication process.  
A. Encoding  
B. Feedback  
C. Decoding  
D. Transmission
- (iv) Which word has its roots for the term communication?  
A. Communis  
B. Communities  
C. Committee  
D. Comuting
- (v) How is a message conveyed in non-verbal communication?  
A. Eye contact  
B. Dialogue  
C. Memo  
D. Video
- (vi) Verbal communication is of \_\_\_ types.  
A. Six  
B. Four  
C. Three  
D. Two
- (vii) The process of communication refers to the \_\_\_\_\_ of information from the sender.  
A. Transportation  
B. Translation  
C. Transmission  
D. Transition

**Q - 2 (a)** Introduce communication in your own words and discuss its types in brief.

[05]

**Q - 2 (b)** Explain Paralinguistic as one type of non-verbal communication.

[05]

**OR**

- Q - 2 (a) Elaborate your views on the importance of communication skills. [05]  
 Q - 2 (b) Throw light on process of communication in detail. [05]  
 Q - 3 (a) Discuss Inter - operational communication as a division of Interpersonal Organizational Communication in brief. [05]  
 Q - 3 (b) Give a brief outline of the barriers to communication and discuss linguistic barrier in detail. [05]

OR

- Q - 3 (a) Which 7 C's are essential for an effective communication? [05]  
 Q - 3 (b) Elaborate in detail types of communication style. [05]  
 Q - 4 Attempt any one. [05]  
 (i) Kinesics as a type of non-Communication.  
 (ii) Steps to overcome the barriers.

**SECTION - II**

- Q - 1 MCQ (Any Five) [05]  
 (i) Which of the following is/are the traits of a good leader?  
 A. Appreciative  
 B. Confident  
 C. Compassionate  
 D. All of the above  
 (ii) Who among the following is a dependent on others?  
 A. An assertive  
 B. A passive  
 C. An aggressive  
 D. All of the above  
 (iii) Interpersonal barriers occur due to.....  
 A. Lack of vocabulary  
 B. Cultural variations  
 C. Poor Listening skills  
 D. All of the above  
 (iv) In a factory, oral communication is very difficult because of.....  
 A. Noise of the machines  
 B. Noise of human beings  
 C. Noise of vehicles  
 D. None of these  
 (v) Communication that takes place at the same levels of hierarchy in an organization is called...  
 A. Lateral flow of communication  
 B. Upward flow of communication  
 C. Downward flow of communication  
 D. None of these  
 (vi) Formal Groups are created or designated by .....  
 A. The organization  
 B. An individual  
 C. A society  
 D. None of these  
 (vii) Gestures means.....  
 A. Head or hand movement  
 B. Body movement  
 C. Eye movement  
 D. Leg movement  
 Q - 2 (a) Discuss the Audience analysis in detail. [05]  
 Q - 2 (b) What is presentation? Discuss the four modes of presentation in detail. [05]

OR



- Q - 2 (a) Write down tips and techniques of giving great presentation. [05]
- Q - 2 (b) What is group dynamic? Discuss the difference the formal and informal groups. [05]
- Q - 3 (a) 'Communication is like playing Volleyball'. Do you agree with this statement? Explain it in detail in your words. [05]
- Q - 3 (b) Explain the traits of a good leader. [05]
- OR**
- Q - 3 (a) Reply to below mentioned scenario as an assertive, passive and aggressive communicator. [05]  
**Scenario:** A friend showed up at your house uninvited. Usually you would be happy to let them in but this time you are busy.
- Q - 3 (b) Reply to below mentioned scenario as an assertive, passive and aggressive communicator. [05]  
**Scenario:** Your boss asks you to stay late, while everyone leaves. You are always the one who stays late, and tonight you have plans.
- Q - 4 Attempt any one. [05]
- (i) 'Action speaks louder than words'. Do you agree with this statement? Explain it in detail in your words. -
- (ii) 'Communication is a two way traffic'. Do you agree with this statement? Explain it in detail in your words.

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