

Enrollment No: _____ Exam Seat No: _____

C.U.SHAH UNIVERSITY

Summer Examination-2016

Subject Name: Professional Communication

Subject Code: 4TE01PRC2

Branch: B.Tech(All)

Semester: 1

Date: 18/04/2016

Time: 10:30 To 01:30

Marks: 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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Q-1 Choose the suitable answer for the following. (14)

- a) The first step in communication process is:
 - a) conception
 - b) encoding
 - c) transmission
 - d) reception
- b) The person who sends the message is:
 - a) encoder
 - b) decoder
 - c) receiver
 - d) postman
- c) The process of putting ideas into the message is called?
 - a) encoding
 - b) decoding
 - c) reading
 - d) listening
- d) Success of message is evaluated through:
 - a) channel
 - b) sender
 - c) language
 - d) feedback
- e) She offered me an apple, but I wasn't hungry as I have just eaten lunch.
 - a) had just eaten
 - b) was just eating
 - c) just ate
 - d) have just eaten



- f) According to the text, why should more attention be given to training in listening to oral communication?
- Presentation is thought of as a one way process.
 - Evaluating the speaker seems easier than evaluating the audience.
 - Responsibility for effective communication is usually assigned to the sender.
 - All of the above
- g) Which of the following was presented as a listening skill?
- Use open-ended questions.
 - Ignore body language
 - Concentrate on the whole message, not just the highlights.
 - Hold feedback until it is asked for.
 - None of these items
- h) The study of body language is called:
- kinesics
 - proximics
 - chronemics
 - phonetics
- i) Listening is an acquired:
- skill
 - quality
 - feature
 - thing
- j) Psuedo listening is:
- attentive
 - inattentive
 - intensive
 - extensive
- k) Complimentary close should be in accordance with
- salutation
 - body
 - heading
 - subject
- l) Sales promotion letters are kind of
- personal
 - business
 - friendship
 - informal
- m) Our task had been completed before sunset. (Choose appropriate active voice.)
- We completed our task before sunset.
 - We have completed our task before sunset.
 - We complete our task before sunset.
 - We had completed our task before sunset.
- n) She asked me if I wanted to go to the cinema, but I worked in the garden the whole day and all I wanted to do was go to bed.



- a) was working
- b) had worked
- c) had been working
- d) worked

Attempt any four questions from Q-2 to Q-8

- Q-2 Answer the following questions.**
1. What is communication? Explain networks of formal communication. **(08)**
 2. What are the characteristics of a good listener? **(06)**
- Q-3 Answer the following questions.**
1. Explain in detail different components of paragraph. **(08)**
 2. Define with examples-Proxemics and Chronemics in communication. **(06)**
- Q-4 Answer the following questions.**
1. Explain different techniques of reading. **(06)**
 2. Differentiate Personal Vs Business letter. **(05)**
 3. Explain Kinesics in details. **(03)**
- Q-5 Answer the following questions.**
1. Explain any three types of paragraph development with an example. **(06)**
 2. Differentiate hearing and listening. **(05)**
 3. Explain Haptics in details. **(03)**
- Q-6 Answer the following questions.**
1. Explain flow of communication with examples. **(08)**
 2. What are the different barriers of communication? Explain them with examples. **(06)**
- Q-7 Answer the following questions.**
1. What moral lesson you have learnt from the story, "Think Positive, Be Happy"? **(06)**
 2. What remark does the author convey at the end of the story 'Death without Grief'? **(04)**
 3. What do psychiatrists say about parents? **(04)**
- Q-8 Answer the following questions.**
1. What lesson Meena learned from the life of the beggar? And how she implemented that thing in her life? **(06)**
 2. What changes did the author notice after meeting Vinutha for many years? **(04)**
 3. Why did the author hesitate to offer her condolence? **(04)**

