

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?
- a) Presentation is thought of as a one way process.
  - b) Evaluating the speaker seems easier than evaluating the audience.
  - c) Responsibility for effective communication is usually assigned to the sender.
  - d) All of the above
- g) Which of the following was presented as a listening skill?
- a) Use open-ended questions.
  - b) Ignore body language
  - c) Concentrate on the whole message, not just the highlights.
  - d) Hold feedback until it is asked for.
  - e) None of these items
- h) The study of body language is called:
- a) kinesics
  - b) proxemics
  - c) chronemics
  - d) phonetics
- i) Listening is an acquired:
- a) skill
  - b) quality
  - c) feature
  - d) thing
- j) Pseudo listening is:
- a) attentive
  - b) inattentive
  - c) intensive
  - d) extensive
- k) Complimentary close should be in accordance with
- a) salutation
  - b) body
  - c) heading
  - d) subject
- l) Sales promotion letters are kind of
- a) personal
  - b) business
  - c) friendship
  - d) informal
- m) Our task had been completed before sunset. (Choose appropriate active voice.)
- a) We completed our task before sunset.
  - b) We have completed our task before sunset.
  - c) We complete our task before sunset.
  - d) 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)**

