

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)

