

(01)

**Sardar Patel University**  
**BA (Advanced): SEM-I (CBCS)**  
**UA01FECS01: Communication Skills-I**  
**Tuesday, April 21, 2015, Time: 10:30 am-12:30pm**

**Total marks: 60**

**Q: 1 Attempt all the following multiple choice questions**

**(15)**

1. Flexibility, distortion, rapid communication, spontaneity are the characteristics of \_\_\_\_\_ communication.
  - a. Grapevine
  - b. Upward
  - c. Downward
  - d. both b and c
2. Three \_\_\_\_\_ are given to the owner of the monkey's paw.
  - a. Wishes
  - b. Curses
  - c. Blessing
  - d. None of these
3. \_\_\_\_\_ wishes for £ 200 to be used as the final payment.
  - a. Mrs White
  - b. Mr White
  - c. Major Morris
  - d. None of these
4. 'The Monkey's Paw' is written by \_\_\_\_\_.
  - a. W.W Jacobs
  - b. William Shakespeare
  - c. John Dryden
  - d. None of these
5. When a Memo is used to communicate it is \_\_\_\_\_ communication.
  - a. Oral
  - b. written
  - c. non-verbal
  - d. both a and b
6. If an employee sends a message to his manager it is \_\_\_\_\_ communication.
  - a. Downward
  - b. Horizontal
  - c. Upward
  - d. both a and c
7. If the labourers send a message to their supervisor it is \_\_\_\_\_ communication.
  - a. Downward
  - b. Upward
  - c. Horizontal
  - d. Lateral
8. \_\_\_\_\_ is a written record of the decisions taken in a meeting.
  - a. Minutes
  - b. Circular
  - c. Notice
  - d. Memo
9. Emotional blocks is a part of \_\_\_\_\_ barrier.
  - a. Physical
  - b. Semantic
  - c. Psychological
  - d. Cultural
10. Fault in the microphone while communicating is an example of \_\_\_\_\_ barrier.
  - a. Semantic
  - b. Cultural
  - c. Mechanical
  - d. Syntactic
11. Listening is a/an \_\_\_\_\_ process.
  - a. passive
  - b. active
  - c. Inactive
  - d. dormant

12. The sender should try to make the message \_\_\_\_\_.
- a. simple      b. complex      c. unambiguous      d. None of these
13. If a manager sends a message to his subordinates, it is \_\_\_\_\_ communication.
- a. Downward      b. Horizontal      c. Upward      d. both b and c
14. Grapevine communication is also known as \_\_\_\_\_ communication.
- a. Formal      b. Informal      c. lateral      d. None of these
15. When a person uses only gestures to communicate, it is called \_\_\_\_\_ communication.
- a. Written      b. Verbal      c. Non-verbal      d. Oral

Q: 2 (A) Define communication. Explain the importance of communication in detail. (15)

OR

Q: 2 (B) What are the different barriers an individual comes across while communicating? Explain each of them in detail with suitable example. (15)

Q: 3 (A) Attempt the character sketch of Mr White and Mrs White in your own words. (15)

OR

Q: 3(B) Narrate the story of 'The Monkey's Paw' in your own words. (15)

Q: 4 Attempt the following (Any two) (15)

1. Objectives of communication
2. Process of communication
3. Types of communication
4. Physical barriers in communication

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