

(18) Seat No.: _____

No. Of Printed Pages: 2

Sardar Patel University

BSW (SE): SEM -I (CBCS)

UA01FBSE01: Communication Skill - I

15/11/2016, Tuesday Time: 10:00 A.M to 12:00 P.M

Total Marks: 60

Q.1. Attempt the Following Multiple Choice Questions.

15 Marks

1. Which of the following is in correct order?
 - a. Sender-Encoding-Channel-Receiver-Feedback-Decoding
 - b. Sender-Encoding-Channel-Receiver-Decoding- Feedback
 - c. Sender- Decoding -Channel-Receiver- Encoding- Feedback
 - d. Sender- Decoding -Channel-Feedback- Encoding- Receiver
2. The word communication has its roots in the Latin word _____.
 - a. Community
 - b. Common
 - c. Communicare
 - d. Communicate
3. Transmission of receiver's response to the sender is called _____.
 - a. Channel
 - b. Feedback
 - c. Decoding
 - d. Message
4. _____ noise is any interference in the mechanics of the medium used to send a message.
 - a. General
 - b. Semantic
 - c. Channel
 - d. Technical
5. _____ network represents a vertical hierarchy in which communication can flow only upward and downward.
 - a. Chain
 - b. All Channel
 - c. Wheel
 - d. Probability
6. Communicating with one's own self is _____ communication.
 - a. Interpersonal
 - b. Extrapersonal
 - c. Interpersonal
 - d. Intrapersonal
7. _____ means the study of body's physical movement in Communication.
 - a. Proxemics
 - b. Chronemics
 - c. Biomics
 - d. Kinesics
8. When subordinates send reports to inform their superiors or to present their findings and recommendations, the communication flows _____.
 - a. Downward
 - b. Upward
 - c. Horizontal
 - d. Lateral
9. Homophones, homograph and homonyms can cause _____ barrier in communication.
 - a. Semantic
 - b. Syntactic
 - c. Psychological
 - d. Physical
10. At the beginning of the story, what is Della upset about?
 - a. The thought of parting with her hair.
 - b. The thought that Jim cannot afford to buy her a nice gift
 - c. The idea that she'd look stupid with short hair!
 - d. The idea that she would not have a suitable gift for her Jim
11. What does Jim buy for Della in *The Gift of the Magi*?
 - a. Diamond Ring
 - b. Combs
 - c. Gold Chain
 - d. Silver Bracelet
12. From what ailment does Mrs. Mallard suffer?
 - a. Kidney failure
 - b. Heart trouble
 - c. Detached retinas
 - d. H1N1
13. Both the passengers were handcuffed because _____.
 - a. They are criminal
 - b. They are Marshals
 - c. One is Marshal and another is criminal
 - d. They are actors
14. Who died at the end of the story *The Story of an Hour*?
 - a. Mrs. Mallard
 - b. Mr. Jack
 - c. Mr. Richard
 - d. Kate Chopin
15. *Hearts and Hands* and *The Gift of Magi* are the stories by _____.
 - a. Kate Chopin
 - b. Anton Chekhov
 - c. O. Henry
 - d. None of these

Q.2. What is Communication? Write in detail about Sender, Receiver, Channel, Feedback and Message.

OR

15 marks

Q.2. Write in detail your views about the gifts Jim and Della has given to each other in the story *The Gift of Magi*.

Q.3. Enlist and elaborate the barriers of Communication and the possible remedies of it.

OR

15 Marks

Q.3. Write in detail about the Levels and Types of Communication.

Q.4. Attempt ANY TWO short notes

15 Marks

- 1) Process of Communication
- 2) General and Technical Communication
- 3) *The Story of an Hour*
- 4) Flows of Communication

