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SARDAR PATEL UNIVERSITY

MSW-HR-IIND SEMESTER EXAMINATION-APRIL 2018

SUBJECT: - : COMMUNICATION SKILLS FOR MANAGER

DATE: 09-04-2018

DAY: MONDAY

PAPER CODE: PA02CSHR25

TIME:-10.00 AM TO 01.00 PM

TOTAL MARKS:-70

Q.1 MULTIPLE CHOICE QUESTIONS

10

1. The Word Communication is derived from _____ word _____.
- (A) Latin, Communist (B) Greek, Communion (C) American, Communist (D) French, Communion
2. "Communication is the transmission and interchange of fact, ideas, feeling, or course of action" the definition is given by -----
- (A) Leland Brown (B) Gilson (C) Davis (D) Edwin B. Flippo
3. Agenda is an important preparatory part of
- (A) Seminar (B) Meetings (C) Conference (D) None of the above
4. ----- is not include in the 7 Cs of the communication
- (A) Clarity (B) Content (C) Capitalism (D) Concreteness
5. July 4, 2012 is a _____ method of date writing
- (A) British Method (B) Latin Method (C) American Method (D) Greek Method.
6. Kinesics mainly deals with the
- (A) Body languages (B) Personality (C) Tone (D) None of the above
7. Work skills also called _____
- (A) Listing skills (B) Job skills (C) Performance Skill (D) None
8. Executive summary is also called
- (A) Writing Summaries (B) Abstract Summary (C) Management summary (D) None
9. Negotiation comes from the _____ Word
- (A) Latin (B) Greek (C) American (D) British
10. Purpose of communication is
- (A) Exchange of information (B) Passing of information (C) exchange of facts (D) All of the above

C.P.T.O.)

Q.2 Define Communication? Discuss the Purpose and Process of Communication in detail. 15

Or

Q.2 Discuss the communication structure in organization with suitable example.

Q.3. What are the various barriers of Communication? How can these be overcome? 15

Or

Q.3 Discuss the various communication skills for Manager.

Q.4 Discuss the concept and Importance of Meetings, Agenda and Minutes with example. 15

Or

Q.4 Discuss the business Letters with suitable example

Q.5 Short Notes (Any Two) 15

1. Negotiation
2. 7 C's of communication
3. Executive Summary
4. Report Writing

