

[17/19]

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SARDAR PATEL UNIVERSITY
MSW-III Semester Examination (MCQ)
MHM 11 11

Date: 18/04/2016
Day: Monday

Time: 10:30 to 12:30 p.m.
Session: Morning

SUBJECT CODE: PA03SMSW01/PA03SHRM01
SUBJECT: COMMUNICATION SKILLS

Total Marks: 35 Marks

Q.1 Choose the correct alternative.

Marks: 10

1. Which of the following is not true about Written Communication?
 - a) It is time consume.
 - b) It is accurate & precise
 - c) It is not a legal document
 - d) None of the above
2. Biting nails is a sign of _____.
 - a) Nervousness
 - b) Rudeness
 - c) Confidence
 - d) Lack of Manner
3. _____ refers to the positioning of movement of the body.
 - a) Eye Contact
 - b) Posture
 - c) Body Movement
 - d) Gesture
4. _____ signs is addressed to our sense of hearing.
 - a) Visual
 - b) Audio
 - c) Body Language
 - d) Gesture
5. _____ is the movement of the head, hands or legs to express an idea, feeling or emotions.
 - a) Body movement
 - b) Eye contact
 - c) Touch
 - d) Gestures
6. _____ communication is communication transmitted without the use of words.
 - a) Verbal
 - b) Written
 - c) Non-verbal
 - d) None of these
7. 'V-sign' includes _____.
 - a) We have achieve
 - b) We have reach
 - c) We have defected
 - d) We have won
8. _____ are a sub-conscious process.
 - a) Visual signs
 - b) Verbal Communication
 - c) Facial Expression
 - d) Silence

9. While walking 'eyes looking straight in front' is a _____.

- a) Positive Gestures
- b) Negative Gesture
- c) Strange Gesture
- d) Bizarre Gesture

10. Substitute is associated with _____.

- a) Written Clues
- b) Verbal Clues
- c) Non-verbal Clues
- d) None of these

Q.2 Define Communication. Explain features of effective written communication.

OR

Marks: 10

Q.2 Explain types of Non-verbal communication.

Q.3 Writes Short Notes. (Any Three)

Marks: 15

1. Academic Speech
2. Oral Communication
3. Barriers of Communication
4. Personal and Interpersonal Communication
5. Good Communicator Leader

*****ALL THE BEST*****