

SEAT No. _____

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SARDAR PATEL UNIVERSITY

UNIVERSITY EXAMINATION, Dec. - 2020

MASTER OF SOCIAL WORK (HR) (SEM. - II)

PA02CSHR25 : COMMUNICATION SKILL FOR MANAGER

DATE : 26/12/2020

TIME : 10:00 AM to 12:00 PM

DAY: Sat 2 DAY

MARKS: 70

Q = 1. MULTIPLE CHOICE QUESTIONS. (ATTEMPT ALL)

(08)

1. Communication is a Non-stop _____.
(A) Paper (B) Process (C) Program (D) Plan
2. Communication is the part of _____.
(A) Soft (B) Hard (C) Rough (D) Short
3. The _____ is the person who transmits the message.
(A) Receiver (B) Driver (C) Sender (D) Cleaner
4. _____ is the person who notices and decodes and attaches some meaning to a message.
(A) Receiver (B) Driver (C) Cleaner (D) Sender
5. Which of these are the external sounds present in the channels of communication?
(A) Noise (B) Semantic problems
(C) Cultural barriers (D) Over Communication
6. Which of these should not be avoided for effective communication?
(A) Noise
(b) Planning
(c) Semantic problems
(d) Wrong assumptions
7. _____ are problems arising from expression.
(a) Cultural barriers
(b) Semantic problems
(c) Wrong assumptions
(d) Selecting perception
8. In which of these problems, is the actual message lost in the abundance of transmitted information?
a) Selecting perception
b) Over communication

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[P.T.O.]

c) Under communication

d) Filtering

Q=2. ANSWER THE FOLLOWING (ANY TWO)(20 MARKS FOR EACH QUESTION) (40)

1. Elaborate Process of Communication in detail.
2. Elaborate 7 C's of Communication in detail.
3. Write down Concept and Barriers to Communication in detail.
4. Discuss Communication skills for Managers in detail.

Q=3. Write Short Note: (ANY TWO) (11 MARKS FOR EACH QUESTION) (22)

1. Write a note on Report writing
2. Purpose of Communication
3. Importance of Communication in Management
4. Aspects to manage a meeting

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