

(1) Seat No.: _____

No. of Printed Pages: 02

Sardar Patel University

BA: SEM -I (CBCS) (NC)

UA01FECS01: Communication Skills - I

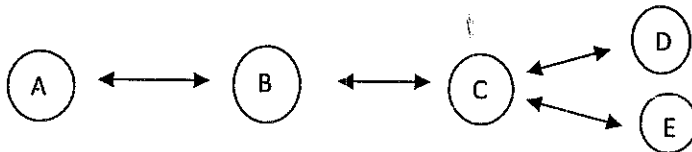
09/03/2017, Thursday Time: 02:00 P.M to 04:00 P.M

Total Marks: 60

Q.1. Attempt the Following Multiple Choice Questions.

15 Marks

1. Communication between human beings and nonhuman entities is _____ communication.
 - a. Intrapersonal
 - b. Extrapersonal
 - c. Interpersonal
 - d. Organizational
2. The figure given bellow represents _____ network of communication.



- a. Circle
 - b. Y-Network
 - c. Wheel
 - d. Probability
3. Due to which of the following physical barrier can occur?
 - a. Cubical design at workplace
 - b. Lack of vocabulary
 - c. Lack of Concentration
 - d. Information overload
4. Homophones, homographs and homonyms are the causes of _____ barrier.
 - a. Physical
 - b. Semantic
 - c. Psychological
 - d. None of these
5. 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
6. Kinesics is the study of _____.
 - a. Body's physical movement
 - b. Time taken in communication
 - c. Space in communication
 - d. All of these
7. _____ network represents a vertical hierarchy in which communication can flow only upward and downward.
 - a. Chain
 - b. All Channel
 - c. Wheel
 - d. Probability
8. The work related communication that an organization does with people outside the organization is called _____.
 - a. Internal-operational
 - b. External-operational
 - c. Personal
 - d. Large reach
9. Lack of attention, closed mindset and emotions can cause _____ barrier.
 - a. Physical
 - b. Semantic
 - c. Syntactic
 - d. Psychological
10. Della's hair and Jim's watch have always been a source of:
 - a. Pride
 - b. Nervousness
 - c. Anxiety
 - d. Shame
11. Della had only _____ in the story *The Gift of Magi*.
 - a. One dollar and eighty-seven cents
 - b. Two dollar and eighty-seven cent
 - c. One dollar and five hundred cents
 - d. Three dollar and eighty-seven cents
12. *The Story of an Hour* is written by _____.
 - a. Kate Chopin
 - b. Anton Chekhov
 - c. O. Henry
 - d. None of these
13. _____ came and informed about Mr. Mallard's death.
 - a. Mrs. Mallard
 - b. Mr. Jack
 - c. Mr. Richard
 - d. None of these
14. The story *Hearts and Hands* opens at _____ Railway Station.
 - a. Dayton
 - b. Westminster
 - c. Alameda
 - d. Denver

15. _____ opened door with latch key at the end of the story *The Story of an Hour*.
a. Mr. Richard b. Josephine c. Mr. Brently d. Mr. William

Q.2. Define the cycle of communication skills and its process in detail with the illustrations.

OR

15 marks

Q.2. Whom do you consider a "True Magi" in the story *The Gift of Magi*? Write a detailed answer on the basis of your reading of the story.

Q.3. What are barriers of communication? Enlist and elaborate barriers and remedies of the barriers of communication.

OR

15 Marks

Q.3. Discuss in detail the flow and network of Communication.

Q.4. Attempt ANY TWO short notes

15 Marks

- 1) Physical Barrier
- 2) Horizontal Communication
- 3) *Hearts and Hands*
- 4) Levels of Communication

— X —
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