

[48]

SEAT No. \_\_\_\_\_

No. of Printed Pages: 2

**SARDAR PATEL UNIVERSITY**

**M.S.W. HR EXAMINATION, II SEMESTER**

**PA02CSHR05 COMMUNICATION SKILL FOR MANAGERS**

**DAY: SATURDAY**

**TIME: 10 TO 1**

**DATE: 15/04/2017**

**TOTAL MARKS: 70**

**Note: All the questions are compulsory to attend.**

**Q.1 Multiple Choice Questions**

**[10]**

1] From the below which is not one of the 'C' of Communication?

- |                 |                   |
|-----------------|-------------------|
| a] Concreteness | b] Correctness    |
| c] Completeness | d] Corelationness |

2] \_\_\_\_\_ cannot be included as the categorized barriers of Communication.

- |                            |                            |
|----------------------------|----------------------------|
| a] Cross-cultural Barriers | b] Individual Barriers     |
| c] Community Barriers      | d] Organizational Barriers |

3] \_\_\_\_\_ is the science of meaning.

- |                 |                  |
|-----------------|------------------|
| a] Organization | b] Technological |
| c] Semantic     | d] Individual    |

4] The non-verbal Communication can be classified into \_\_\_\_\_.

- |                  |                     |
|------------------|---------------------|
| a] Kinesics      | b] Proxemics        |
| c] Time language | d] All of the above |

5] Agenda is an important preparatory point of \_\_\_\_\_.

- |                |                    |
|----------------|--------------------|
| a] Letters     | b] Meetings        |
| c] Conferences | d] Research Report |

6] When Communication takes place between two or more persons who are subordinates is called as \_\_\_\_\_.

- |                           |                          |
|---------------------------|--------------------------|
| a] Downward Communication | b] Upward Communication  |
| c] Diagonal Communication | d] Lateral Communication |

7] Reports include \_\_\_\_\_.

- |               |                     |
|---------------|---------------------|
| a] Main Body  | b] Conclusion       |
| c] References | d] All of the above |

8] Communication is a part of \_\_\_\_\_ skill.

- a] Hard
- b] Soft
- c] Rough
- d] None of the Above

9] The \_\_\_\_\_ is the person who transmits the message.

- a] Sender
- b] Receiver
- c] Listener
- d] Viewer

10] "Communication is an exchange of facts, ideas, opinions or emotions by two or more persons." This definition was given by \_\_\_\_\_.

- a] George Terry
- b] Koontz & O'Donell
- c] Keith Davis
- d] Peter Little

Q.2 Define Communication. Explain its purpose, role and importance in detail. [15]

**OR**

Q.2 Explain communication structure in Organization and elaborate Communication process.

Q.3 What is Presentation skill? Discuss its importance. [15]

**OR**

Q.3 Write a detail note on: 'Interview Techniques'.

Q.4 Discuss Communication Skills for managers in detail. [15]

**OR**

Q.4 Write a detail note on: '7 Cs of Communication'.

**Q.5 Write Short Notes on: (Any Two) [15]**

- 1] Format of a Letter
- 2] Barriers of Communication
- 3] Report Writing
- 4] How to overcome barriers of Communication?
- 5] Agenda of Meetings