

**Gandhi Institute of Engineering and Technology University, Odisha, Gunupur
(GIET UNIVERSITY)**



M.B.A. (First Semester) Regular Examinations, January – 2026
25MBAPC103 – Managerial Communication
(MBA)

Time: 3 hrs

Maximum: 60 Marks

(The figures in the right-hand margin indicate marks.)

PART – A

(2 x 5 = 10 Marks)

Q.1. Answer **ALL** questions

	CO #	Blooms Level
a. Differ the difference between Verbal and Non-Verbal communication	CO2	K3
b. Define interpersonal relations.	CO1	K2
c. Explain briefly the process of perception.	CO3	K3
d. Difference between Social Motivation and Achievement motivation	CO2	K2
e. Define any two definitions of Managerial communication.	CO1	K2

PART – B

(10 x 5 = 50 Marks)

Answer **All** questions

	Marks	CO #	Blooms Level
2. a. Define Managerial Communication and Types of communication.	5	CO1	K2
b. Describe process of Communication	5	CO2	K2
OR			
c. Explain, what is Barrier and describe the types of barriers.	10	CO3	K3
3. a. Explain Maslow’s Need Hierarchy Theory of Motivation.	6	CO3	K3
b. Explain the Exchange Theory of interpersonal relationships.	4	CO1	K1
OR			
c. Analyse any five elements of interpersonal communication.	5	CO3	K3
d. Describe the concept of effective listening in interpersonal communication.	5	CO3	K3
4. a. Define defensiveness and explain its impact on interpersonal relationships.	5	CO2	K2
b. Define perception and write its types of perceptions	5	CO1	K1
OR			
c. Explain how power differences act as a barrier to effective interpersonal communication.	6	CO3	K3
d. Explain motivation and analyze its impact on employee communication and performance.	4	CO3	K4
5. a. Define interpersonal trust. Why is trust important in managerial relationships?	6	CO1	K2
b. How does feedback improve interpersonal relations in the workplace?	4	CO3	K2
OR			
c. Compare directive and non-directive counselling with respect to employee development.	10	CO3	K3
6. a. Explain organizational limitations to interpersonal influence.	5	CO3	K3
b. Explain about Resistance to change.	5	CO4	K4
OR			
c. Explain interpersonal influence and the influence process.	10	CO4	K4

End of Paper