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Total Number of Pages: 2

**MBA**  
**15 MNG-107**

**1<sup>st</sup> SEMESTER REGULAR EXAMINATION, 2016-17**

**English Communication Skills**

**Branch : MBA**

**Time: 3 Hours**

**Max marks: 100**

**Q Code : Y767**

**Answer Question No.1 and Question No.2 which are compulsory and any four from the rest.  
The figures in the right hand margin indicate marks.**

**Q1** Fill in the blanks: (2 x 10)

- ethods of communication can be broadly divided into \_\_\_\_\_ and \_\_\_\_\_.
- Two parties in the process of communication are called \_\_\_\_\_ and \_\_\_\_\_.
- Communication channels can be broadly divided into \_\_\_\_\_ and \_\_\_\_\_ channels.
- \_\_\_\_\_ and \_\_\_\_\_ are called productive skills.
- \_\_\_\_\_ and \_\_\_\_\_ are called receptive skills.
- \_\_\_\_\_ skill is context dependent where as \_\_\_\_\_ skill is context independent.
- On the basis of style language may be \_\_\_\_\_ and \_\_\_\_\_.
- Bias free words for forefathers and manmade are \_\_\_\_\_ and \_\_\_\_\_.
- Fill in the blanks using appropriate prepositions:  
The process begins early \_\_\_\_\_ the morning. Cooked food is picked up \_\_\_\_\_ houses and caterers by Dabbawallahs.
- Complete the following using connectives:  
We should not buy that new building set for our kid \_\_\_\_\_ he has not learned to take care of the toys he already has. \_\_\_\_\_ yesterday he shoved all his toys into the closet or kicked them under his bed.

**Q2** Answer the following questions: (2 x 10)

- What are the important factors that affect the process of communication?
- Define non-verbal communication in your own words, giving an appropriate example.
- What are the important functions of intonation? What does it convey about the speaker?
- Transcribe the following words and mark stress on each transcription.  
**Translation, bright**
- Write only the IPL symbols of the vowel contained in the following words. **sun, right, how, peer**
- Write two sentences using the following phrasal verb:  
Take after, look after
- What is the difference between hearing and listening?
- Fill in the blanks in the sentences below using appropriate question tags.  
He is good, -----? They did the work, -----?
- What are the differences between efficient and slow readers?
- What is gender bias? Give two examples.

- Q2 The success and failure of the communication process depends on some factors. Briefly explain each of them. (15)
- Q3 The use of language often reflects different kinds of bias existing in the minds of people, which are not acceptable in a modern society where most people have become aware of their rights. Substantiate the idea with appropriate examples. (15)
- Q4 Expand the idea contained in any one of the following in about 100 words. Barriers to communication can be overcome by adopting certain strategies Grapevine communication can be used to the management's benefit. (15)
- Q5 Mark stress and Intonation in the following sentences. (15)  
What are your views on privatization?  
Have you seen him?  
We have finished the assignment.  
The manager will call you soon.  
Things are becoming difficult for you now.
- Q6 How is listening important for a professional? Discuss the important techniques for improving listening skills. (15)
- Q7 Explain the difference between time and tense with suitable examples (15)
- Q8 a) Correct the errors in the following sentences. (10)  
The owners of all these houses is selling them away.  
She makes lovely chicken curry, isn't it?  
Why you haven't spoken to him yet?  
A lot of time have been wasted.  
There is no trees in this village.
- b) How do verbs of State differ from events verbs? Explain with examples. (5)