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Total Number of Pages: 03

MBAP
PTMNG204

2nd Semester Regular Examination – 2016-17
ENGLISH COMMUNICATION SKILL
BRANCH(S): MBA(PT)
Time: 3 Hours
Max Marks: 100
Q.CODE:Z1231

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

Q1 Multiple Choice Questions: (2x10)

- a) Scanning is a reading technique which is often used to ____.
- a) to get general idea
 - b) to critically evaluate the text
 - c) to get specific information
 - d) to summarize the text
- b) ____ is the study of the role of time in communication.
- a) Haptics
 - b) Kinesics
 - c) Proxemics
 - d) Chronemics
- c) The goal of ____ is to understand the speaker's feelings, needs, and wants so that you can appreciate his or her point of view.
- a) Critical listening
 - b) Attentive listening
 - c) Content listening
 - d) Empathic listening
- d) Performance appraisal is an example of ____.
- a) Diagonal Communication
 - b) Horizontal Communication
 - c) Downward Communication
 - d) Upward Communication

The process of converting a message into thoughts by translating the received stimuli into an interpreted meaning in order to understand the message communicated is known as:

- a) Decoding
 - b) Feedback
 - c) Transmission
 - d) Ideation
- f) The use of fingers, hands and arms for expressions refers to:
- a) Posture
 - b) Facial expressions
 - c) Gesture
 - d) Eye contact

- g) The sound which is produced with stoppage of air is known as:
 - a) Vowel sound
 - b) Consonant sound
 - c) Diphthong sound
 - d) Both (a) and (b)
- h) The vowel sounds consist of:
 - a) Twelve pure vowels and eight diphthongs
 - b) Twelve pure vowels and six diphthongs
 - c) Twelve pure vowels and ten diphthongs
 - d) Eight pure vowels and twelve diphthongs
- i) How many syllables are there in the word “**Entrepreneur**”?
 - a) 3
 - b) 4
 - c) 5
 - d) 2
- j) The various changes in pitch or intonation refer to:
 - a) Stress
 - b) Voice modulation
 - c) Articulation
 - d) Phonemic transcription

Q2 Answer the following questions briefly. (2x10)

- a) Define information overload with an example.
- b) What is mother-tongue interference?
- c) Transcribe the words: Shall, Sail, Sale, Shell
- d) How do filters affect the communication?
- e) Use correct tag questions in the following sentences
 - i) I am fine.
 - ii) Open the door.
- f) How is hearing different from listening?
- g) What is intonation?
- h) How is skimming different from scanning reading technique?
- i) Give bias-free words for:
 - Deaf, Housewife, Clerk, Foreman
- j) Differentiate between haptics and chronemics with examples.

Q3 Lack of effective listening skills results in loss of time, lowering of productivity and missed opportunities. Do you agree with the statement? If yes, substantiate your answer with appropriate examples. (15)

Q4 Define non-verbal communication in your own words, giving an appropriate example. Discuss at least three ways in which non-verbal communication helps managers to interact with their subordinates effectively. (15)

Q5 What is meant by barriers to communication? Discuss any four barriers to communication and substantiate your answer with one example for each. (15)

Q6 How does formal communication differ from informal communication? In what directions can information travel within an organization’s formal hierarchy? (15)

Q7 Write short notes on any three (5x3)

- a)** The process of communication
- b)** Contrastive stress
- c)** Principles of effective writing
- d)** Grapevine communication

Q8 A) Describe the characteristics of effective speech and clear articulation. (10)

B) Do as directed.

- i. I, you and he must help that poor man. (Correct the error) **(1x5)**
- ii. Don't eat junk foods. (Change the voice)
- iii. Open the door. (Use correct tag questions)
- iv. Susant is senior than me. (Correct the error)
- v. Make sentences using the following phrasal verbs.
Take off, Put up with