

Sample Test Paper-I

Course Name : All Branches of Diploma in Engineering & Technology

**Course Code : AE/CE/CH/CM/CO/CR/CS/CW/DE/EE/EP/IF/EJ/EN/ET/EV/EX/IC/IE/IS/
ME/MU/PG/PT/PS/CD/CV/ED/EI/FE/IU/MH/MI/DC/TC/TX/AU**

Semester : Second

Subject Title : Communication Skills

Duration : 1 Hour

17201

Marks: 25

- Instructions:** 1] All the Questions are compulsory.
2] Illustrate your answers with neat sketches wherever necessary.
3] Figures to the right indicate full marks.

Q.1 Attempt any THREE of the following:

09 Marks

- Explain any three principles of effective communication.
- Write an example of a communication event and identify the components of communication in it.
- Define verbal and Non-verbal communication and state its subtypes.
- Write the different aspects of Body Language?

Q.2 Attempt any FOUR of the following:

08 Marks

- Why is feedback necessary in communication?
- State two disadvantages of grapevine communication.
- Draw a neat diagram of Communication Cycle.
- Define Barrier to communication.
- How does coherence of the message make communication effective?

Q.3 Attempt the following:

08 Marks

- Identify the sender, receiver, message, channel and feedback in the following situations.
 - Anil sends an application letter to a company for a job and receives an interview call.
 - The telephone rings and the receptionist attends it.
 - Mihir clicks on a certain icon on the desktop of your computer and it displays its contents.
 - A musician plays an instrumental music on sitar. The audience listens to it and applauds in appreciation.
- Classify the following examples into verbal and non- verbal communication or both. Make three columns.

Telephone talk, graphs, movement of the head, reports, folding arms, drawings, handshake, posters

Scheme - G

Sample Test Paper-II

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ME/MU/PG/PT/PS/CD/CV/ED/EI/FE/IU/MH/MI/DC/TC/TX/AU**

Semester : Second

Subject Title : Communication Skills

Duration : 1 Hour

17201

Marks: 25

- Instructions:** 1] All the Questions are compulsory.
2] Illustrate your answers with neat sketches wherever necessary.
3] Figures to the right indicate full marks.

Q.1 Attempt any THREE of the following:

09 Marks

- i) Define listening and mention its types.
- ii) What is the importance of good listening skills for an engineer?
- iii) Write technical description of calculator.
- iv) Write technical description of mobile phone.

Q.2 Attempt any ONE of the following:

08 Marks

- i) Write a letter of application along with a resume to Modern Automobile Factory, Pune-411016 for the post of junior engineer.
- ii) The production target for the first six months in an automobile industry has declined by 25 per cent as compared to last year. As the production manager draft a report to the general manager stating the reasons for the fall and suggest remedial measures for improvement.

Q.3 Attempt any ONE of the following:

08 Marks

- i) Devise a bar graph to present the data tabulated below:- Incidence of fire in textile factories in Mumbai -

Causes	1994	1995	1996
Short- circuiting	84	61	52
Smoking	50	45	62
Debris/Scrap burning	22	31	18
Unknown	05	09	06
Total	161	146	138

- ii) In a Board of Directors' meeting, the Managing Director has advised to present the sector wise deployment of cash generated by the company. Help him draw a pie chart with the following details:

Cash deployed for dividend payment	: 40.07%
Cash deployed for acquisition	: 9.07%
Cash deployed for capital expenditure	: 23.81%
Cash deployed for investment	: 27.05%

Scheme - G

Sample Question Paper

Course Name : All Branches of Diploma in Engineering & Technology

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ME/MU/PG/PT/PS/CD/CV/ED/EI/FE/IU/MH/MI/DC/TC/TX/AU**

Semester : Second

Subject Title : Communication Skills

Duration : 3 Hours

17201

Marks: 100

Instructions: 1] All the Questions are compulsory.
2] Illustrate your answers with neat sketches wherever necessary.
3] Figures to the right indicate full marks.

Q.1 Answer any TEN of the following questions in 25-30 words each.

20 Marks

- a) Write two points on the importance of communication in an organization.
- b) What is feedback?
- c) State two factors to be considered while selecting a channel for communication.
- d) Define 'Encoding' in Communication Process.
- e) Write two situations in which two - way communication occurs?
- f) Mention one solution to overcome mechanical barrier.
- g) Mention two principles of effective communication.
- h) Define psychological barrier in communication.
- i) State two advantages of graphic communication.
- j) Give two examples of physical barriers to communication.
- k) Define non- verbal communication.
- l) What should the sender know about the receiver to make the communication effective?

Q.2 Attempt any FOUR of the following.

16 Marks

- a) Classify the following examples into verbal and non- verbal communication or both. Make three columns. Smile, advertisements, notices, interview, traffic signal, e-mail, raising the eyebrows, memos
- b) Select the channel (medium) from the given options which will best suit for the following purposes if you were the sender. [Options- E-mail, internet, telephone, Memo, gestures, posters,]
 - i) To send some message instantly to people situated in different countries.
 - ii) To appreciate instantly good work done by your secretary.
 - iii) To spread awareness among people about the ill effects of plastic bags.

- iv) To warn your employee of a stern action if he continues to come late to duty.
- c) 'Language itself can act as a barrier to communication'. Justify the statement.
- d) Mrs. Malini wants to give some urgent message to her sister who stays abroad. So she dials for an I.S.D. call. But the telephone line for the particular area is out of order. Identify the type of barrier and give two measures to overcome this barrier.
- e) How do the principle of clarity and principle of completeness help to make communication effective? Explain with one example each.
- f) How do personal prejudices, opinions and beliefs influence communication?

Q.3 A) Attempt any ONE of the following:

08 Marks

- a) An industry is not able to meet the production target for the month because of excessive casual leaves of the workers. As a Manager, draft a memorandum in a proper format, warning the workers about stern action.
- b) Draft a notice inviting the members of the board of directors to attend the meeting at the Registrar's Office of the Company.

Q.3 B) Attempt any TWO of the following.

08 Marks

- a) Identify the non-verbal code used in the following communication situations. Select your answer from the given list of codes. [Proxemics, kinesics, vocalics, chronemics, haptics,]
- i) You remain silent when you don't agree with your friend.
- ii) You are about to leave and your little sister waves her hand to you to say goodbye.
- iii) You sit close to your dearest friend while talking to him.
- iv) Mother touches her crying baby gently to soothe her.
- b) Explain the four zones of Proxemics defined by Dr. Albert Mehrabian.
- c) Explain the importance of eye-contact in communication with examples.

Q.4 A) Attempt the following.

08 Marks

“Wanted young, dynamic graduates in the field of Computer engineering having an experience of minimum 3yrs”. Write a job application letter with a resume to Post Box No: 156, Employment News, Mumbai – 400042

Q.4 B) Attempt any ONE of the following:

08 Marks

- a) While performing experiment in chemistry laboratory an accident took place in which a student's hand was burned. Write a brief report on the accident giving reasons and measures to be taken in future for safety.

- b) Five water coolers in the boys' hostel are not working properly. As the maintenance engineer, draft an investigation report to be submitted to the hostel in-charge.

Q.5 Attempt any FOUR of the following:

16 Marks

- a) Cyril and Rasika are going to appear for an interview tomorrow. Prepare guidelines for them on the following factors:
- i. Dressing / Grooming
 - ii. Gesture and posture
- b) Explain the role of artifacts in non-verbal communication.
- c) What is the difference between listening and hearing?
- d) Explain selective listening with two suitable examples.
- e) A well-wisher gives a bouquet to a patient in the hospital. The patient is pleased to receive the bouquet. Draw a diagram to represent the components of communication in this situation.

Q.6 A] Attempt any ONE of the following:

08 Marks

- a) The amount of money allotted for the Sports Events in a college was utilised for various purposes as below. Draw a pie chart for representing the data.

Purchase of sports material – 40%

Prizes – 24%

Refreshments – 18%

Miscellaneous – 18%

- b) Given below are the records of prizes won by the students in a Polytechnic college in various inter-collegiate events organized across Maharashtra for the years 2009, 2010 and 2011. Draw a bar graph to represent this information.

Sr. No.	Events	2009	2010	2011
1	Debate	07	12	10
2	Sports	10	15	20
3	Robotics	03	03	03
4	Quiz	05	07	03
5	Drama	02	01	04

Q.6B] Attempt the following.

08 Marks

As a librarian write a letter of inquiry to Bharat Publication, 14, L.B.S. Marg, Girgaon, Mumbai - 3 for the reference books for the subjects Communication Skills, Applied Science and Engineering Mathematics. Specify the names of the authors.