

UG (FYUP) Semester-End Final Exams-2023

BA 3rd Semester (SEC-2/EDN)

COMMUNICATION SKILL

Full Marks: 37.5

Pass Mark: 15

Time: 2 Hours

(Figures in the right hand margin indicate marks)

PART-(A) Choose the most appropriate answer (15 x 0.5=7.5)

1. Non-Verbal Communication include
 - a. written messages only.
 - b. verbal cues and languages
 - c. silence and pauses
 - d. body language and gesture.

2. Communication typically involves two or more parties:
 - a. sender and receiver
 - b. message and feedback
 - c. source and sender
 - d. sender and feedback.

3. What is the key and base of verbal communication?
 - a. thoughts
 - b. language
 - c. body movement
 - d. facial expression

4. Communication means
 - a. exchanging information
 - b. exchanging thoughts
 - c. exchanging feelings
 - d. All of the above

(PTO)

5. Mass communication refers to
 - a. transmission of information to a large audience
 - b. transmission of information to a small group of people
 - c. transmission of information to certain people
 - d. transmission of knowledge to the children

6. Communication involve at least _____.
 - a. One person
 - b. Two persons
 - c. Three persons
 - d. Four persons

7. The receiver is _____.
 - a. the person who start the message
 - b. the medium through which a message is sent
 - c. the person who interprets a message
 - d. the information or content

8. The reaction of the receiver to the message is called _____.
 - a. response
 - b. belief
 - c. message
 - d. transmission

9. Hard skills are:
 - a. tangible
 - b. copied
 - c. transferred
 - d. designed

10. Active listening is part of
 - a. Soft skills
 - b. Hard skills
 - c. Speaking
 - d. All of the above

11. Which of the following is a barrier to effective communication?
 - a. mutual understanding
 - b. active listening
 - c. preconceived judgement and stereotypes
 - d. clear and concise language

12. What is the primary purpose of effective communication?
 - a. to use more grammar
 - b. to convey information and ideas clearly and accurately
 - c. to impress the audience with your vocabulary
 - d. to talk as much as positively

13. What is the first step in the communication process?
 - a. Encoding
 - b. Decoding
 - c. Feedback
 - d. Channel

14. What is the final step in the communication process?
 - a. Channel selection
 - b. Feedback
 - c. Decoding
 - d. Encoding

15. Which of the following is an example of verbal communication?
 - a. Making eye contact
 - b. Writing a text message
 - c. Nodding head
 - d. Gesturing with your hands.

B. Write Short answers:

(5 x 1= 5)

16. What is effective communication?
17. Define Hard skills.

(PTO)

18. What is communication?
19. Define Soft skills.
20. What is listening?

C. Descriptive questions.

(5 x 5= 25)

21. Write some measures to overcome barriers to communication?
22. Write the difference of verbal and non-verbal communication.
23. Explain the essential of effective communication.
24. Why is communication important?
25. Write the nature and scope of communication.
