

UG Semester-End Final Exams-2024

B.A 3<sup>rd</sup> Semester (SEC)

## COMMUNICATION SKILLS

Full Marks: 37.5

Pass Mark: 15

Time: 2 Hours

(Figures in the right hand margin indicates marks)

### Part-A (I) Objective Type

(0.5 × 15 = 7.5)

1. Communication is as old as
  - (a) Human civilization
  - (b) Indus civilization
  - (c) The Vedic age
2. \_\_\_\_\_ refers to the transmission of messages without the use of words.
  - (a) Verbal Communication
  - (b) Public Communication
  - (c) Non-verbal
3. The first step in speaking is \_\_\_\_\_.
  - (a) Conceptualizing
  - (b) Encoding
  - (c) Articulation
4. Communication involves at least \_\_\_\_\_ persons.
  - (a) 3
  - (b) 6
  - (c) 2

(PTO)

5. \_\_\_\_\_ The ability to analyze information, evaluate situations and make informed decisions.
- (a) Critical Thinking
  - (b) Teamwork
  - (c) Leadership
6. \_\_\_\_\_ are all the skills needed for reading and writing.
- (a) Communication
  - (b) Digital literacy
  - (c) Literacy skills
7. \_\_\_\_\_ is the act of receiving, interpreting and understanding spoken or auditory message.
- (a) Listening
  - (b) Attention
  - (c) Comprehension
8. \_\_\_\_\_ is the heart of reading.
- (a) Comprehension
  - (b) Fluency
  - (c) Word recognition
9. Writing is \_\_\_\_\_ communication.
- (a) Purposeful communication
  - (b) Clarity
  - (c) Awareness
10. \_\_\_\_\_ involves remembering and storing information.
- (a) Retention
  - (b) Comprehension
  - (c) Critical thinking
11. Hard skills are usually \_\_\_\_\_.
- (a) Tangible
  - (b) Intangible
  - (c) Technical

12. Soft skill is also known as \_\_\_\_\_.
- (a) Personal skill
  - (b) Interpersonal skill
  - (c) Intrapersonal skill
13. Oculistics, a sub-category of body language, is the study of \_\_\_\_\_
- (a) Eye movement
  - (b) Hand gestures
  - (c) Facial expressions
14. The term communication has been derived from the \_\_\_\_\_ word 'Communis'.
- (a) Greek
  - (b) Latin
  - (c) German
15. One of the act of receiving, interpreting and understanding spoken or auditory message
- (a) Expressing ideas
  - (b) Dominating conversation
  - (c) Self-expression

**II . Answer any five questions:**

**(1 x 5 = 5)**

1. What is meant by communication?
2. Explain verbal communication?
3. Give any two examples of hard skills ?
4. Write any one disadvantage of soft skills ?
5. What is meant by listening?
6. Write any barrier of communication.
7. What is meant by writing ?

(PTO)

**B. Descriptive**

**(5 x 5 = 25)**

**Answer any five:**

1. What are the measures to overcome barriers to communication ?
2. Why is communication important ?
3. Differentiate between Hard skills and soft skills.
4. Write the merits and demerits of speaking ?
5. Explain the scope of communication.
6. Write the various essentials of Effective communication.
7. How is hard skills helpful in communication?
8. What are the key aspects of non-verbal communication ?
9. Explain briefly the nature of communication.
10. Explain the process of communication.

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