



UG Semester-End Final Exams-2025

Date: 27 November 2025

BA 3rd Semester (SEC)

Communication Skills

SDM

Full Marks: 37.5

Pass Mark: 15

Time: 2 Hours

Part-I Multiple Choice Questions

(15 X 0.5 = 7.5)

1. The English word communication is derived from which word?
 - a. Latin
 - b. Greek
 - c. Hebrew.
 - d. English.
2. The word communis means?
 - a. Common
 - b. Communicate
 - c. Communication
 - d. Commotion.
3. Select the correct order involved in communication cycle.
 - a. Sender-Encoding-Message-Channel-Decoding-Receiver.
 - b. Sender--Message-Channel-Encoding-Decoding-Receiver.
 - c. Sender-Decoding-Message-Channel--Encoding-Receiver.
 - d. Sender-Channel-Message-Encoding-Receiver-Decoding
4. Encoding in communication refers to?
 - a. Converting message into a form that can bring transmitted effectively.
 - b. Interpreting and understanding the message.
 - c. None of the above.
 - d. All of the above.
5. What refers to the form of communication in which message is transmitted verbally?
 - a. Non verbal.
 - b. Emotional.
 - c. Verbal.
 - d. Physical.

(PTO)

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6. What type of communication includes face to face conversation?
- Oral.
 - Emotional.
 - Mental.
 - Psychology.
7. What is communication other than oral written, such as gesture, facial expression etc called?
- Non verbal
 - Verbal.
 - Emotional
 - Physical.
8. In any communication model, what is interference with the decoding of messages sent over a channel by an encoder called?
- Noise.
 - Feedback.
 - Medium.
 - Channel.
9. The person who transmits the message is called-
- Channel.
 - Sender
 - Receiver
 - Medium.
10. A _____ connects the sender to the receiver.
- Channel.
 - Noise.
 - Communication.
 - Mode.
11. Unclear assumptions in a communication can lead to?
- Confusion.
 - Physical barriers.
 - Information overload.
 - Understanding
12. _____ is an exchange of facts, ideas, opinions or emotions by two or more person.
- Communication.
 - Conversation.
 - Connection.
 - Confusion.
13. Which of these is the most important tool of communication?
- Language.
 - Body language.
 - Posture.
 - Action.

(10)

14. Talking comes under which type of communication?
- Non-verbal.
 - Verbal.
 - Written.
 - Visual.
15. Which of these must be avoided for effective communication?
- Politeness.
 - Listening.
 - Ambiguity.
 - Attention.

Part-II Write a short note on any five of the following (5 X 1 = 5)

- What do you mean by communication?
- Write the meaning of communication skills?
- Define hard skills.
- What is writing skill?
- Define soft skills.
- What do you mean by speaking skill?

Part-III Descriptive Category Questions (5 X 5 = 25)

(Answer any five of the following)

- State the nature of communication.
- Discuss the importance of communication.
- Explain how communication process takes place.

(PTO)

4. Discuss verbal and non verbal communication.
5. State some essential of effective communication.
6. Explain different techniques of communication.
7. State some major barriers which come in the way of communication and suggest ways to improve.

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