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( NEP—2020 )

( 1st Semester Repeater)

**ENGLISH**

( Ability Enhancement Course )

**( Communication Skills )**

*Full Marks : 75*

*Time : 3 hours*

*The figures in the margin indicate full marks for the questions*

**( SECTION : A—OBJECTIVE )**

( Marks : 10 )

Tick (✓) the correct answer in the brackets provided :

1×10=10

**1.** The means used to convey a message is

- (a) sender ( )
- (b) symbol ( )
- (c) channel ( )
- (d) encoding ( )

**2.** \_\_\_\_ is defined as unnoticed and unidentified interference in the communication process.

- (a) Decoding ( )
- (b) Encoding ( )
- (c) Feedback ( )
- (d) Noise ( )

3. \_\_\_\_\_ refers to the sender's command over the language.
- (a) Situational constraint ( )
  - (b) Linguistic constraint ( )
  - (c) Communication ( )
  - (d) Transmission ( )
4. Communication is derived from the Latin word
- (a) comunicore ( )
  - (b) communicare ( )
  - (c) communion ( )
  - (d) community ( )
5. \_\_\_\_\_ conveys emotions with remarkable accuracy and intensity of feeling.
- (a) Facial expression ( )
  - (b) Posture ( )
  - (c) Gesture ( )
  - (d) Eye contact ( )
6. Effective oral presentation will be
- (a) extemporaneous ( )
  - (b) aggressive ( )
  - (c) ambiguous ( )
  - (d) impersonal ( )
7. Which of the following is not a step in preparing for a presentation?
- (a) Identifying the topic ( )
  - (b) Audience analysis ( )
  - (c) Not organizing materials ( )
  - (d) Gathering information ( )
8. \_\_\_\_\_ is the process of deciphering an encoded message.
- (a) Encoding ( )
  - (b) Decoding ( )
  - (c) Channel ( )
  - (d) Symbol ( )

9. \_\_\_\_\_ is very often regarded as a cue for effective communication.

- (a) Voice ( )
- (b) Language ( )
- (c) Pronunciation ( )
- (d) Volume ( )

10. Non-verbal communication is the process of communication

- (a) with words ( )
- (b) without words ( )
- (c) with visual aids only ( )
- (d) without visual aids ( )

**( SECTION : B—SHORT ANSWERS )**

( Marks : 25 )

Answer *five* of the following questions, taking at least *one* from each Unit :

5×5=25

UNIT—I

1. What is communication? Explain briefly.
2. “Communication is a two-way process.” Discuss.
3. Explain what is meant by linguistic constraint in the process of communication.

UNIT—II

4. Explain non-verbal communication with examples.
5. What is gesture in non-verbal communication?
6. What is semantic barrier?

UNIT—III

7. Explain the importance of ‘audience’s participation’ in a presentation.
8. Discuss the role of pronunciation in verbal communication.
9. How does one employ ‘pauses’ as an effective vocal communication technique?

**( SECTION : C—DESCRIPTIVE )**

( Marks : 40 )

Answer *four* of the following questions, taking at least *one* from each Unit :

10×4=40

UNIT—I

1. Discuss in detail the different factors affecting communication.
2. Explain the process of communication in detail.
3. List the different elements of communication. Explain any two in detail.

UNIT—II

4. Discuss the different non-verbal techniques.
5. What is organizational barrier? Discuss the different methods to overcome organizational barriers.
6. What are the barriers to communication? Discuss any two in detail.

UNIT—III

7. What are the different vocal communication techniques? Explain any three in detail.
8. What is memorized speaking? Mention the disadvantages of this mode of presentation.
9. What is verbal communication? Explain how it differs from non-verbal communication.

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