



17201

21314

3 Hours/100 Marks

Seat No.

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- Instructions:** (1) **All** questions are **compulsory**.
(2) *Illustrate your answers with **neat** sketches **wherever** necessary.*
(3) *Figures to the **right** indicate **full** marks.*
(4) *Assume suitable data, if **necessary**.*
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MARKS

1. Answer **any ten** of the following questions in **25-30** words **each** :

20

- a) Define communication.
- b) Why communication is a two-way process ?
- c) Define language barrier in communication.
- d) State two advantages of formal communication.
- e) Give two examples of status barriers to communication.
- f) How you will overcome psychological barrier ?
- g) Define verbal communication.
- h) Why feedback is necessary in communication ?
- i) Give two examples of body language.
- j) Mention two examples of effective communication.
- k) Write two disadvantages of written communication.
- l) Why is it important to analyse the receiver ?

P.T.O.

**MARKS**

2. Attempt **any four** of the following : **16**
- a) Compare oral and written communication.
 - b) Why it is important to select a proper channel for communication ? Explain with suitable example.
 - c) What are semantic barriers ? Explain each with a suitable example.
 - d) State any two mechanical barrier and how to overcome it.
 - e) Explain any two principles of effective communication.
 - f) What do you mean by status barrier ? Explain with example.
3. A) Attempt **any one** of the following : **8**
- a) Write a memo for the 1st year civil engineering students for not wearing aprons during the chemistry practicals.
 - b) Draft a notice as a librarian of your college to inform all the students about the change in the working hours of the library.
- B) Attempt **any two** of the following : **8**
- a) Explain haptics with two examples.
 - b) Explain the importance of eye contact in communication with examples.
 - c) What do you mean by Kinesics ? Explain.
4. A) Attempt the following : **8**
- Write a letter of application to Bajaj Industries, Aakurdi Pune 411036 for the post of Mechanical Engineer, giving necessary details.
- B) Attempt **any one** of the following : **8**
- a) A minor accident has taken place in your college workshop while doing a workshop practical yesterday. Prepare a report as a workshop incharge for submitting it to the Principal.
 - b) As a general secretary of students association, write a report to the Principal on the quality of food and service in the college canteen.



MARKS

5. Attempt **any four** of the following :

16

- a) Explain the role of proxemics in non-verbal communication.
- b) What is the difference between listening and hearing ?
- c) What are the different techniques of effective listening ?
- d) What are the different elements of communication cycle ?
- e) State four commonly used popular gestures.

6. A) Attempt **any one** of the following :

8

- a) An opinion poll was taken to find out how long the united front Government would last.

The following was the response :

Full term 17%

2 to 3 years 16%

One more year 09%

Less than a year 10%

Less than 6 months 11%

Less than 3 months 06%

Don't know 31%

Draw a Pie chart for representing the data.

**MARKS**

- b) Given below is the data of incidence of fires in textile factories in Mumbai during the year 2007, 2008 and 2009. Draw a bar graph to represent this information.

Causes	2007	2008	2009
Short circuiting	84	61	52
Smoking	50	45	62
Debris/scrap burning	22	31	18
Unknown	5	9	6
Total	161	146	138

B) Attempt the following :

8

Write a letter of enquiry to an electric company asking for an estimate of the cost of installing electric for 50 points in your house.
