

# 17201

16172

**3 Hours / 100 Marks**

Seat No.

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- Instructions* – (1) All Questions are *Compulsory*.  
(2) Answer each next main Question on a new page.  
(3) Illustrate your answers with neat sketches wherever necessary.  
(4) Figures to the right indicate full marks.  
(5) Assume suitable data, if necessary.  
(6) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

**Marks**

1. Answer any TEN of the following questions in 25-30 words each: 20
- Define communication with an example.
  - What is importance formal for any organisation communication?
  - 'Feedback is communication link'. Explain in brief.
  - Differentiate between verbal and non-verbal communication.
  - What is 'kinesics'?
  - Explain any one principles of effective communication.
  - Mention any four communication barriers.
  - What precautions should a sender take, while selecting a channel of communication?
  - What is 'Haptics'? Give one example.
  - How can a language act as a barrier for communication?
  - State the importance of graphic communication.
  - State the need of communication skills for an engineering professional.

P.T.O.

**2. Answer any FOUR of the following:****16**

- a) Select the channel which will be the most suitable for sending the following information  
(Graph, Formal letter, Poster, Telephone, Memo)
- (i) To spread the message of water conservation among people.
  - (ii) To complaint about the damaged books sent by distributor.
  - (iii) To warn an employee for his frequent absence.
  - (iv) To speak to your relatives in your native village.
- b) 'Communication is a two way process'. Explain with diagram and example.
- c) The managing director of a company was giving a speech to announce the promotions to all the employees of his company. He was giving the speech in an open courtyard on a micro phone and speakers. In the middle of his speech, the microphone got noisy and stopped working. He had to stop giving his speech as he was not audible to the employees seated at the rear chairs in the courtyard.  
Identify the type of barrier and give two measures to overcome this barrier.
- d) Mention any four psychological barriers and explain any two with example.
- e) State the different ways of overcoming language barriers.
- f) Define physical barrier. State any two examples of physical barriers.

**3. a) Answer any ONE of the following:****8**

- (i) As a General Secretary of student council, draft a memo for the students on the following points:
  - 1) Subject - Maintaining discipline during social gathering.
  - 2) Purpose - Warning of stern action.
- (ii) Draft a notice as the Manager of a State Bank informing the staff members about the overtime schedule.

b) **Answer any TWO of the following:****8**

- (i) Identify the non-verbal codes in the following situations.  
Select your answer from the given list of codes.  
(Artefacts, Proxemics, Haptics, Chronemics, Kinesics)
- 1) Keeping proper distance while giving speech.
  - 2) Touching feet of elders.
  - 3) You do not submit your assignment on time.
  - 4) Observing the interior and get influenced before communication.
- (ii) What is the importance of eye-contact in communication?
- (iii) Explain the term 'Proxemics' and how does it affect the communication.

4. a) **Answer the following:****8**

Write a letter of application to Crompton Greaves Private India Ltd., Mumbai, for the post of Junior Engineer with Resume.

b) **Answer any ONE of the following:****8**

- (i) One of the students received burn injuries while performing a welding job in the workshop. Draft an accident report as the Workshop In-charge to the Head of the Institute.
- (ii) A factory in manufacturing electrical goods. There is a sudden fall in production during the last three months. Submit a report to the General Manager, giving reasons for the fall and suggest measures for increasing the production.

**5. Answer any FOUR of the following:****16**

- a) Explain the terms 'gesture' and 'posture' with examples.
- b) What is 'chronemics'? Elaborate by giving two examples.
- c) Explain selective listening with two suitable examples.
- d) State the techniques of effective listening.
- e) State the role of sender in making communication effective.

**6. a) Answer any ONE of the following:****8**

- (i) The government received an aid from the world bank for the welfare of people. The government spend 40% of the amount on building roads, 25% on education, 20% on health care and 15% for rural development. Draw a pie-chart representing the data.
- (ii) Below mentioned is the data of railway accidents in India with different causes. Prepare a bar graph based on below information:

	<b>Causes</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
1)	Failure of signal	120	115	110
2)	Administration lapse	115	120	110
3)	Negligence	130	120	130
4)	Unknown	110	110	140

**b) Answer the following:****8**

As a college laboratory in-charge draft a letter of enquiry for Messers, Scientific Equipment Suppliers, asking about the availability of the following equipment, their cost, the terms and condition of sales.

Items: vernier, callipers, screw gauge, potentiometer, ammeter, voltmeter.

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