

# 17201

**15162**

**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) Figures to the right indicate full marks.  
(4) 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**

- a) What is diagonal communication? Explain with two examples.
- b) Define communication.
- c) What is decoding?
- d) State the importance of selecting correct channel in communication.
- e) Mention any one solution to over-come language barrier?
- f) Without feedback communication is incomplete', Explain.
- g) What are the advantages of non-verbal communication?
- h) What is the importance of graphical communication?
- i) State the importance of eye contact in communication.
- j) Define posture.
- k) What are the various types of listening?
- l) What are the two types of physical barrier?

P.T.O.

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

- a) Select the channel (medium) from the given options which will be best suitable for following purposes, if you were the sender :
- (options-e-mail, gestures, telephone, notice, memo, posters)
- (i) To wish your cousin on her birthday who is living abroad.
  - (ii) To communicate with a person who is dumb and deaf.
  - (iii) To encourage your society members regarding cleanliness in the premises.
  - (iv) To warn your steno regarding her absence.
- b) Explain generation gap and prejudice as psychological barrier in communication.
- c) Explain chronemics as an essential factor in our day today communication.
- d) What is the role of proxemics in communication?
- e) What are the techniques of effective listening?
- f) What is the importance of haptics? Explain with suitable examples.

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

- (i) Draft a notice as the manager of a state bank informing the staff members about the overtime schedule.
- (ii) You are the head of the department, devise a memo to the third year students on the following points :  
Subject : Poor attendance in practicals.  
Purpose : Warning of stern action.

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

- (i) What is gestures? Give some popularly used gestures.
- (ii) What is the importance of dress and appearance?

- (iii) Identify the non-verbal codes used in the following communication situations. Select your answer from the given list of codes.  
(proxemics, chronemics, haptics, artefacts)
- 1) Keeping proper distance while giving speech.
  - 2) Patting on the back of your younger sister for her right answer.
  - 3) Arriving late for the conference.
  - 4) Observing the interior and completely deviated from communication.

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

Draft a letter of application to 'Kumar Builders', Baner, Pune for the post of Civil Engineer. Attach your resume with it.

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

- (i) Draft an accident report regarding an accident took place in the Chemistry Lab causing injury to four students.
- (ii) You are the production In-charge of a unit where the table fans are manufactured. There is a sudden fall in production in your unit. Draft a report to the higher authorities stating the reason and solutions for the fall in production.

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

- a) Write technical description of the following in 30-35 words.
  - (i) Smart phone
  - (ii) Calculator
- b) What are the merits of good listening?
- c) You are a Junior Engineer. Recently you have received a delivery of construction material. You have noted that some of the wash basins are broken. Draft a complaint letter to the dealer asking for replacement of the same.

- d) State the types of communication involved in the following situation. Present all the elements in the communication process diagram.
- e) Mrs. Iyengar making enquiry on telephone with flight booking agent about booking of a ticket to Chennai. The agent confirms the ticket and replies.

6. a) **Attempt any ONE of the following:**

**8**

- (i) Following is the information regarding the percentage of rainfall in the following cities :

Mumbai	-	27%
Pune	-	22%
Nagpur	-	24%
Aurangabad	-	17%
Chandrapur	-	10%

Present the above data in the form of pie chart.

- (ii) Following is the information regarding the local train accidents during the 03 years and its reasons. Read the data and prepare a bar graph.

Causes of Train Accidents	Number of Accidents		
	2013	2014	2015
1. Technical faults	70	87	96
2. Human Error	20	10	25
3. Heavy Rain	20	12	07
4. Broken Tracks	30	35	45

b) **Attempt any ONE of the following:**

**8**

- (i) Give a note on principles of effective communication?
- (ii) Compare formal and informal communication, advantages and disadvantages.
- (iii) How to overcome language barrier? Give some effective remedies with apt examples.

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