

# 17201

16117

**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 answer with neat sketches wherever necessary.  
(4) Figures to the right indicate full marks.  
(5) Mobile Phone Pager and any other Electronic Communication devices are not permissible in Examination Hall.

**Marks**

1. Attempt any TEN of the following:

20

- Define communication in your words.
- Why is feedback essential?
- What do you mean by channel? Give one example.
- What are the prerequisites of fixing a channel?
- Differentiate between encoding and decoding.
- Tell the importance of oral communication.
- What is horizontal communication? Give examples
- Name any two communication mostly used.
- Name any two physical barriers.
- Why should the sender analyse the audience?
- What is mechanical barrier? Give example.
- How does noise affect communication?

P.T.O.

- 2. Attempt any FOUR of the following:** **16**
- a) Differentiate between formal and informal communication.
  - b) Draw the process diagram of communication and explain it.
  - c) Explain any two principles of effective communication.
  - d) Why should the sender bear the principle of responsibility in mind?
  - e) Discuss the causes of language barrier and the measures to overcome it.
  - f) Name any two environmental barriers and explain them.
- 3. a) Attempt any ONE of the following:** **8**
- (i) Write a memo to the F. Y. students for late submission of CMS term work and warn them of a stern action against them.
  - (ii) Write a notice about the change in the working hours of the college and declare all Saturdays as holidays.
- b) Attempt any TWO of the following:** **8**
- (i) How proxemics is essential in oral communication?
  - (ii) State the difference between verbal and non verbal communication?
  - (iii) Explain the role of eye contacts from the sender and receiver point of view.
- 4. Attempt any ONE of the following:** **16**
- a) Write an applications for the post of senior engineers giving your detailed biodata.
  - b) Write a report of fall in the production of automobile spare parts giving the causes and remedial measures to bring up the production.
  - c) Write an order for the purchase of office furniture giving the list and terms and conditions of business.

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

- a) Which is considered as the standard type of listening and why?
- b) What are the effects of good listening?
- c) Tell the difference between listening and hearing.
- d) Explain the principle of responsibility from the sender and receivers point of view.
- e) Give the importance of facial expressions and dress up in the communications situations.

**6. Attempt any ONE of the following:****16**

- a) The amount of money allotted for sports events in a college was utilized for various activities in the following manner. Draw a pie chart to show the distribution of money.

Sr. No.	Activity	Percentage
1.	Purchase of sports materials	40%
2.	Prizes	24%
3.	Refreshments	18%
4.	Miscellaneous	18%

**OR**

- b) Given below are the records of prizes won by the students in a polytechnic college in various inter collegiate events organised across Maharashtra in the years 2009, 2010 and 2011. Draw a bar graph to represent this informations on the graph.

**Bar Graph Table**

Sr. No.	Events	2009	2010	2011
1.	Debate	07	12	10
2.	Sports	10	15	20
3.	Robotics	03	03	03
4.	Quiz	05	07	03
5.	Drama	02	01	04