

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

First Semester BHMCT Degree Regular and Supplementary Examination December 2022

Course Code: COMT101**Course Name: COMMUNICATION**

Max. Marks: 100

Duration: 3 Hours

PART A*Answer all questions, each carry 1 marks.*

Marks

- 1 ----- is a process that involves sending and receiving messages through the verbal and non-verbal methods (1)
- 2 Upward Communication is the process of -----flowing from the lower levels of a hierarchy to the upper levels. (1)
- 3 An ----- is a discussion that allows a departing employee and their organization to exchange information, usually on that employee's last day of work. (1)
- 4 The Latin term ----- is source for English word communication (1)
- 5 When a superior advises his subordinate, it is called ----- communication (1)
- 6 ----- is the practice of being attentive and responsive to others' input during conversation (1)
- 7 ----- Communication includes unofficial and quick conversations among employees of the same rank. (1)
- 8 ----- is about language, both written and spoken. (1)
- 9 ----- is a way of recording important details from a source. (1)
- 10 ----- is the understanding and interpretation of what is read. (1)

PART B*Answer all questions, each carry 2 marks.*

- 11 What does upward communication mean? (2)
- 12 What does gesture in communication means? (2)
- 13 What is the purpose of business communication? (2)
- 14 What are barriers in communication? (2)
- 15 What is interpersonal communication? (2)
- 16 What do you mean by listening? (2)

- 17 What are the rules to be followed while attending telephone calls? (2)
- 18 What do you mean by encoding? (2)
- 19 What is precis writing? (2)
- 20 What is the importance of informal communication? (2)

PART C

Answer any four questions, each carry 5 marks.

- 21 What are the functions of non-verbal communication? (5)
- 22 What are the types of communication? (5)
- 23 Why do we need to improve and develop our listening skills? (5)
- 24 What are the advantages of note making? (5)
- 25 Discuss the profile of a good speaker? (5)
- 26 Briefly discuss the characteristics of communication (5)
- 27 State the importance of proxemics in the communication with example? (5)
- 28 State the differences between formal and informal communication? (5)

PART D

Answer any three questions, each carry 10 marks.

- 29 What is the method of nonverbal communication? (10)
- 30 What is listening? Explain the types of listening. (10)
- 31 What are the five processes of communication? (10)
- 32 What is business communication and its types? (10)
- 33 What are the six components of paralanguage? (10)
- 34 What do you mean by oral presentation? Discuss main principles of oral presentation? (10)

Answer the questions, each carry 10 marks.

- 35 What is informal communication? What are the advantages and limitations of informal communication in an organisation? (10)
- 36 Discuss the factors that contribute to communications break down in business? (10)
