

Indian Institute of Technology Patna
Department of Humanities and Social Sciences

HS 103

Time: 2hrs.

Marks: 30

Answer all the questions. The marks for each question are given in [].

1. You are the in-charge of the computer lab at your Institute. You have to purchase new computers for the lab. Write a letter of inquiry to a firm regarding the purchase of new computers. [10]
2. Write short notes on **any two** of the following: [5×2=10]
 - a) Zones of spatial needs
 - b) Paralanguage
 - c) Interpersonal and intrapersonal communication
 - d) Types of listening
3. How can communication breakdown between people? [10]

Or

Discuss the traits of a good listener.

8