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**B.Tech./ M.Tech. (Integrated) DEGREE EXAMINATION, JANUARY 2023**  
First Semester

**21LEH101T – COMMUNICATIVE ENGLISH**  
(For the candidates admitted from the academic year 2022-2023)

- Note:**
- (i) **Part - A** should be answered in OMR sheet within first 40 minutes and OMR sheet should be handed over to hall invigilator at the end of 40<sup>th</sup> minute.
- (ii) **Part – B & Part – C** should be answered in answer booklet.

Time: 3 Hours

Max. Marks: 75

**PART – A (20 × 1 = 20Marks)**  
Answer ALL Questions

Marks BL CO PO

- |   |   |   |   |    |
|---|---|---|---|----|
| 1. _____ of impact is determined by body language-postures, gestures, and eye contact.  | 1 | 2 | 1 | 10 |
| (A) 70% (B) 55% (C) 38% (D) 7%  |   |   |   |    |
| 2. Unclarified assumptions in a communication can lead to _____ and _____.  | 1 | 2 | 1 | 10 |
| (A) premature evaluation, poor listening (B) lack of planning, physical barriers (C) information overload, selective perception (D) lack of planning, physical barriers                     |   |   |   |    |
| 3. Which of the following is considered as unofficial but effective way of communication?   | 1 | 2 | 1 | 10 |
| (A) Horizontal Communication (B) Upward Communication (C) Diagonal Communication (D) Downward Communication   |   |   |   |    |
| 4. In which of following, the listener puts himself in place of the speaker?  | 1 | 2 | 1 | 10 |
| (A) Empathetic listening (B) Appreciative listening (C) Combative listening (D) Attentive listening   |   |   |   |    |
| 5. Choose the correct verb forms for the following sentence:<br>Arun was very upset yesterday because he _____ that he _____ his wallet.  | 1 | 3 | 2 | 10 |
| (A) realized/lost (B) realizes/has lost (C) has realized/ lost (D) realized/ had lost   |   |   |   |    |
| 6. Fill in the blanks with appropriate Conjunctions / Connectives:<br>_____ you work out regularly, you will not see any results.   | 1 | 2 | 2 | 10 |
| (A) Although (B) Because (C) Unless (D) Though  |   |   |   |    |
| 7. Choose the appropriate synonym for 'translucent'.  | 1 | 2 | 2 | 10 |
| (A) Opaque (B) Vague (C) Timeless (D) Transparent   |   |   |   |    |
| 8. Which of the following is NOT a rule of précis writing?  | 1 | 2 | 2 | 10 |
| (A) Always have a heading (B) Use as extensive vocabulary as possible (C) Remove any irrelevant information present in the original passage (D) Do not use any short forms or abbreviations |   |   |   |    |
| 9. Choose the sentence with the correct question tag.<br>Swastik attends the class regularly, _____?  | 1 | 3 | 3 | 10 |
| (A) did he (B) Has he (C) doesn't he (D) does he  |   |   |   |    |
| 10. Choose the appropriate antonym for 'abstain'.   | 1 | 4 | 3 | 10 |
| (A) Regress (B) Imbibe (C) Restrain (D) Indulge   |   |   |   |    |
| 11. Typing in all capitals in electronic communication means _____.   | 1 | 4 | 3 | 10 |
| (A) you are happy. (B) you are shouting. (C) it's okay to forward this message to others. (D) this message is very important.   |   |   |   |    |

12. Which of the following is not a netiquette guideline? 1 4 3 10  
 (A) Respect others' privacy (B) Respond to emails and texts promptly  
 (C) If you wouldn't say it face to face, say it online. (D) Choose friends wisely
13. Which of the following is NOT a parallel sentence? 1 3 4 10  
 (A) Mohan and Ramu are planning to carpool to the party, to dance, and to attend the after party. (B) Stephen's mom complained that he had too many bad habits: he would never clean up his room, brush his teeth, or vacuuming the house.  
 (C) Eleanor spends her time reading, listening to music, and working at the mall. (D) Bob had an active life: he swam twenty laps, ran five miles, and lifted weights every day.
14. Find out the grammatical error in the following sentence: 1 3 4 10  
 John is / one of the Students, / who is dependable / in all the circumstances  
 (A) John is (B) one of the Students  
 (C) who is dependable (D) in all the circumstances
15. Which of the following is NOT an example of acronym? 1 3 4 10  
 (A) UNO (B) SIM  
 (C) RADAR (D) ZIP
16. \_\_\_\_ is a process of analyzing, interpreting, and evaluating. 1 3 4 10  
 (A) Skimming (B) Scanning  
 (C) Critical reading (D) Through reading
17. Fill in the blanks with appropriate verb forms: 1 3 5 10  
 A regiment of soldiers \_\_\_\_\_ deployed for election duty.  
 (A) are (B) is  
 (C) had (D) were
18. Identify the degree of comparison for the following sentence: 1 3 5 10  
 In mountain regions, day travel is better than night travel.  
 (A) Comparative (B) Positive  
 (C) Superlative (D) Negative
19. Change the following sentence into passive voice: 1 3 5 10  
 She was crafting an antique.  
 (A) An antique is being crafted by her. (B) An antique has been crafted by her.  
 (C) An antique was been crafted by her. (D) An antique was being crafted by her.
20. Change the following direct speech into indirect speech: 1 2 5 10  
 She said, 'Will you come for the party?'  
 (A) She said we would come for the party. (B) She asked whether we would come for the party.  
 (C) She exclaimed we will come for the party. (D) She asked whether you will come for the party?

**PART - B (5 × 8 = 40 Marks)**

Answer ALL Questions

Marks BL CO PO

21. Read the following passage carefully and choose the best answer: 8 2 1 9

Management is a set of processes that can keep a complicated system of people and technology running smoothly. The most central characteristics of management include scheduling, accounting, organizing, staffing, controlling, and problem-solving. Leadership is a set of process that generates organisations in the first place or acclimatizes them to expressively changing situations. Leadership outlines what the impending should look like, bring into line people with that vision, and inspires them to make it happen despite the obstacles. This distinction is absolutely crucial for our purposes here: Successful transformation is 70 to 90 per cent leadership and only 10 to 30 per cent management. Yet for historic motives, numerous organisations today don't have much headship. And almost everyone thinks about the problems here as one of managing change. For most of this century, as we created thousands and thousands of large organizations for the first time in human history, we didn't have enough good managers to keep all those bureaucracies functioning. Thus many companies and academies developed management programmes, and hundreds and thousands of people were stimulated to learn managing on the job. And they did. But, people were taught little about leadership. To some degree, management was emphasized because it's easier to teach than leadership. But even more so, supervision was the chief item on the twentieth-century outline because that's what



was needed. For every entrepreneur or business builder who was a leader, we needed hundreds of managers to run their ever growing enterprises. Regrettably, for us today, this importance on management has often been longstanding in corporate cultures that dishearten workers from learning how to lead. Ironically, past success is usually the key ingredient in producing this outcome. The condition, as I have perceived it on many cases, goes like this: victory creates some degree of market supremacy, which in turn produces much progress. After a while keeping the ever larger organizations under control becomes the primary challenge. So attention turns inward, and managerial competencies are nurtured. With a robust importance on supervision but not on headship, administration and an inward focus take over. But with continued success, the result mostly of market dominance, the problem often goes unaddressed and an unhealthy arrogance begins to evolve. All of these features then make any renovation struggle much more problematic. Arrogant managers can over evaluate their current performance and competitive position, listen poorly, and learn slowly. Inwardly focused employees can have difficulty seeing the very forces that present threats and opportunities. Bureaucratic cultures can smother those who want to respond to shifting conditions. And the lack of leadership leaves no fore inside these organizations to break out of the morass.

- (1) Why, according to the author, is a distinction between management and leadership crucial?
  - (a) Leaders are reactive whereas managers are proactive.
  - (b) Organisations are facing problems of not getting good managers.
  - (c) Organisations are pursuing the strategy of status quo.
  - (d) In today's context, organizations need leaders much more than managers in transforming them.
2. Why did companies and universities develop programmes to prepare managers in such a large number?
  - (a) Companies and universities sought to produce funds through these programmes.
  - (b) A large number of organizations were created and they needed managers in good number.
  - (c) Organisations did not want spend their scarce resources in training managers.
  - (d) Organisations wanted to create communication network through trained managers.
3. Which of the following statements is NOT TRUE in the context of the passage?
  - (a) Bureaucratic culture can smother those who want to respond to changing conditions.
  - (b) Leadership produces change and has the potential to establish direction.
  - (c) Pressure on managers comes mostly from within.
  - (d) Leadership centres on carrying out important functions such as planning and problem-solving.
4. Which of the following is not the characteristic of bureaucratic culture?
  - (a) Managers listen poorly and learn slowly.
  - (b) Managerial competencies are nurtured.
  - (c) Employees clearly see the forces that present threats and opportunities.
  - (d) Prevalence of unhealthy arrogance.
5. Which of the following is SIMILAR in meaning to the word SMOTHER as used in the passage?
  - (a) suppress
  - (b) encourage
  - (c) instigate
  - (d) criticise
6. Why were people taught little about leadership in management programmes?
  - (a) Teachers were busy in understanding the phenomenon of leadership.
  - (b) Enough study material was not available to facilitate teaching of leadership.
  - (c) Focus of these programmes was on developing managers.
  - (d) Leadership was considered only a political phenomenon.
7. In the passage, management is equated with
  - (a) Organisation
  - (b) Leadership
  - (c) Organisational vision
  - (d) Bureaucracy

8. Why does the attention of large organizations turn inward?
- Their managers become arrogant.
  - They have to keep themselves under control.
  - Their success creates market dominance.
  - None of these

22. a. Write a set of eight instructions to be followed to maintain a laptop in good working condition. 8 3 2 9

(OR)

- b. Read the following passage and draw the flow chart: 8 3 2 9

Eco-bags can naturally decompose over time. However, it is more profitable and eco-friendly to recycle them for future use. Eco-bags are recycled in special cleaning and processing facilities through an innovative and highly cost-effective process. Collecting and sorting out used bags is the first step of the recycling process. Recyclables can be collected from drop-off centres or curb side bins and then sorted according to the material they are made of: paper, jute, cotton, or recyclable plastic. Once sorted, they are sent to different units for further processing. There, these materials are cleaned and churned for the manufacture of customisable shopping bag material. Bag material produced after initial processing becomes the raw material. During this stage, the material is treated with specific chemicals to make a new, freshly manufactured fabric. The end product is a foldable, bulk, all set for the next stage of the recycling process. At this stage, the bag needs a little flair and colour. Plain new fabric produced in bulk is now dyed or printed according to product orders or market trends. During the last stage of the process, bags are aesthetically or functionally enhanced. Designers then add special features — for example, wooden handles, inner or outer lining, zips, buckles, or pockets. These additions will make the final product more attractive to buyers. And they also create a greater diversity in bag styles, fashion, and design.

Write an essay of about 200 words on any one of the topic given below:

23. a. Role of Online Communication in Post-truth world. 8 4 3 9

(OR)

- b. Cyber bullying in Social Media and its impacts. 8 4 3 9

24. a. Imagine yourself to be the Team Leader in Wipro and send a mail to your team appreciating the successful completion of the Project. 8 5 4 10

(OR)

- b. Compare and contrast extensive and intensive reading with examples. 8 5 4 10

25. a. Elaborate on the types of reports and its significance in an organization. 8 5 5 10

(OR)

- b. Write a letter to the Manager of Shubiksha Electronics, Chromepet, Chennai, complaining that the mobile you recently bought from them does not function properly and ask for a replacement. 8 5 5 10

### PART - C (1 × 15 = 15 Marks)

Answer ANY ONE Questions

- |  | Marks | BL | CO | PO |
|--|-------|----|----|----|
| 26. The Environmental Club of your College has organized 'Palm Tree Plantation Program' in a nearby village. As a secretary, draft a notice, agenda and Minutes of the second meeting. | 15    | 6  | 5  | 10 |
| 27. Observe the following bar graph carefully and interpret using expressions of comparison and connectives. (in 300 words).   | 15    | 6  | 2  | 10 |

INTERNET USERS BY AGE GROUP  
IN CANADA WHO SHOPPED  
ONLINE IN 2014 AND 2018

