

INFORMATION TECHNOLOGY – COMMUNICATION SKILLS – TEST PAPER

Time: 1 Hour
Max Marks: 30

Section A – Very Short Answer ($1 \times 5 = 5$ marks)

(Answer each question in one sentence.)

1. What is communication?
 2. Write one example of non-verbal communication.
 3. What is encoding in communication?
 4. Name any one barrier to communication.
 5. Who is the person introducing a new idea or thought in communication?
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Section B – Short Answer ($2 \times 5 = 10$ marks)

(Answer each question in 2-3 sentences.)

6. State any two elements of communication.
 7. Write any two advantages of effective communication.
 8. What is feedback in communication?
 9. Give two examples of cultural barriers to communication.
 10. Differentiate between verbal and visual communication with one example each.
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Section C – Short Note ($3 \times 3 = 9$ marks)

(Answer each question in about 4-5 sentences.)

11. Explain any three factors affecting communication.
 12. What are the 7Cs of effective communication? List any three and explain them.
 13. How does emotional barrier affect communication? Give an example.
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Section D – Long Answer ($5 \times 1 = 5$ marks)

(Answer the question in about 10-12 sentences.)

14. Discuss the significance of communication in personal, professional, and social life.

OR

Explain the process of communication with the help of a neat diagram and examples.

Instructions:

- Attempt all questions.
- Write neatly and clearly.
- Support your answers with examples wherever possible.