

# Mid- semester exam October 2020 (MSIT) (Q)

Subject: Communication Skills for Professionals (Code: ETHS 301) Maximum Marks (30)

...

Points: -/37.5

1

Name \*

Shikhar Sharma

2

Class \*

☐ EEE

☐ IT 1

☒ IT 2

☐ CSE1

☐ CSE 2

☐ CSE 3

3

Enrolment no. \*

40315003118

4

Class serial no. \*

31

## Instructions;

Answer all the questions from 5-24 (1\*20 points/marks)

Any two of 25,26,27 (2.5\*2=5 points/marks)

Any one of 28, 29(5\*1= 5 points/marks)

5

Proxemics studies how.....is related to communication. \*

(-/1 Point)

☐ Time

☒ Space

- ☐ Knowledge of language
- ☐ Writing skills

6

There are .... speech sounds/phonemes in English Language \*

(-/1 Point)

- ☒ 44
- ☐ 42
- ☐ 46
- ☐ 40

7

/k/ is a... \*

(-/1 Point)

- ☐ Vowel
- ☒ Consonant
- ☐ Diphthong
- ☐ Semi-vowel

8

Using technical jargon in communication may lead to communication barrier of ... \*

(-/1 Point)

- ☐ Organisational type
- ☐ Interpersonal type
- ☒ Semantic type

9

A strike by the employees in an organisation is an example of : \*

(-/1 Point)

- ☐ Downward communication
- ☐ Horizontal communication
- ☒ Upward communication

10

Meeting of the board of directors in a company is an example of ... \*

(-/1 Point)

- ☒ Horizontal communication
- ☐ Diagonal communication
- ☐ Upward communication

11

Gossip, cluster, and probability networks are types of \*

(-/1 Point)

- ☒ Grapevine (Informal communication network)
- ☐ Formal communication network

12

Eavesdropping, tapping telephone and monitoring internet use are examples of... \*

(-/1 Point)

- ☐ Deceptive communication
- ☐ Destructive communication
- ☒ Intrusive Communication

13

What are the ways to avoid plagiarism in writing? \*

(-/1 Point)

- ☐ Use citations
- ☐ Be aware of patents and copyright guidelines
- ☒ Both of the above
- ☐ None

14

Expressions such as "ambitious men", "aggressive women", "male teacher", "female manager" are examples of \*

(-/1 Point)

- ☐ Racist communication
- ☐ Ageist communication
- ☒ Sexist communication

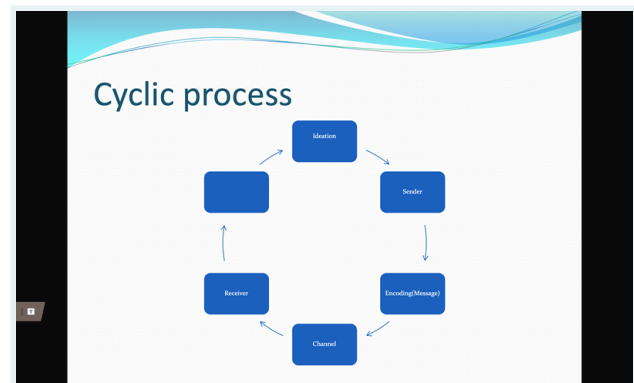
15

Ageist language can be avoided by... \*

(-/1 Point)

- ☐ Being aware of the word choices that reinforce stereotype
- ☐ Avoid mentioning age unless it is necessary
- ☒ Both of the above options are correct

16



Identify the missing step in the diagram portraying the cyclic process of communication. \*

(-/1 Point)

- ☐ Network
- ☐ Speaker
- ☒ Feedback
- ☐ Writer

17

A business letter is an example of ... \*

(-/1 Point)

- ☐ Oral communication
- ☐ Non-verbal communication
- ☒ Verbal Communication

18

SWOT (in the context of personal self analysis) stands for... \*

(-/1 Point)

- ☐ Strength, Warmth, Opportunities, Time management
- ☐ Strong, Willing, Optimistic, Talented
- ☒ Strength, weakness, opportunity, threat

19

Slumped posture in an interview may most likely be associated with \*

(-/1 Point)

- ☐ Hight spirit
- ☒ Low Spirit
- ☐ Willingness to listen

20

A wide and natural smile in most cases creates an effect of \*  
(-/1 Point)

- ☐ Disbelief
- ☐ Disconnect
- ☒ Friendliness

21

Tune, volume, pitch, and pace of speech comes under the umbrella term... \*  
(-/1 Point)

- ☐ Verbal communication
- ☒ Paralinguistic
- ☐ Gesture

22

Which among the following statements is not appropriate in the context of using gestures for communication. \*  
(-/1 Point)

- ☐ Gestures could be symbolic
- ☐ Gestures are culture specific
- ☒ Gestures are effective regardless of communicative situation



23

/a:/ is \*

(-/1 Point)

- ☒ a vowel
- ☐ a diphthong
- ☐ a consonant

24

/ɪg,zæmɪ'neɪʃ(ə)n/ is phonetic transcription of the word \*

(-/1 Point)

- ☐ Elimination
- ☐ Extraction
- ☒ Examination
- ☐ Inglorious

25

Define communication and underline two differences between oral and written communication.

(-/2.5 Points)

Communication is defined as conveying of information from one person to another. It acts as a bridge of meaning between the sender and the receiver. It involves a systematic and continuous process of telling, listening and understanding.

|          |                                |                      |
|----------|--------------------------------|----------------------|
| Basis    | Written Communication          | Oral Communication   |
| Record   | It always has permanent record | It does not have any |
| Feedback | It takes time to give feedback | It gives immediate   |

26

What is emotional intelligence? Why is it considered an important part of an individual's personality?  
(-/2.5 Points)

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, u

27

Define speech mechanism with suitable examples.  
(-/2.5 Points)

Enter your answer

28

What do you understand by leadership qualities? Explain and illustrate the various attributes of a leader.  
(-/5 Points)

Leadership skills are the strengths and abilities individuals demonstrate that help the oversee proces

29

Why do you think communication skill is called the most important soft skill?  
illustrate the various barriers to communication.  
(-/5 Points)

Enter your answer

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