



**RAJARATA UNIVERSITY OF SRI LANKA  
FACULTY OF APPLIED SCIENCES**

**B.Sc. (General) Degree in Information and Communication Technology  
Second Year - Semester II Examination – October/November 2017**

**ICT 2209 – Communication Skills**

**Time: Two (02) hours**

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**Instructions to Candidates:**

- This paper contains four (04) questions on four (04) pages.
  - Answer all questions.
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01. (a) Briefly explain why communication skills are important in your career. (05 Marks)
- (b) Illustrate the process of communication and briefly explain the principle elements involved in the process of communication. (06 Marks)
- (c) Why is feedback necessary in communication? (03 Marks)
- (d) State three (03) barriers to effective communication and suggest solutions to overcome those barriers. (06 Marks)
- (e) How does communication style affect the effectiveness of management of an organization? (05 Marks)
  
02. (a) Distinguish the difference between intrapersonal communication and interpersonal communication. (02 Marks)
- (b) List down five (05) tips that you can follow in order to maintain effective interpersonal communication. (05 Marks)
- (d) What are the methods that you can follow to get rid of stage fright? (05 Marks)
- (e) Assume that you have been invited to conduct a presentation to students of Mihintale Central College on "Importance of Information and Communication Technology".
  - (I) What are the facts that you consider when preparing for this event? (06 Marks)



(II) Prepare a general outline that you can use during your presentation.

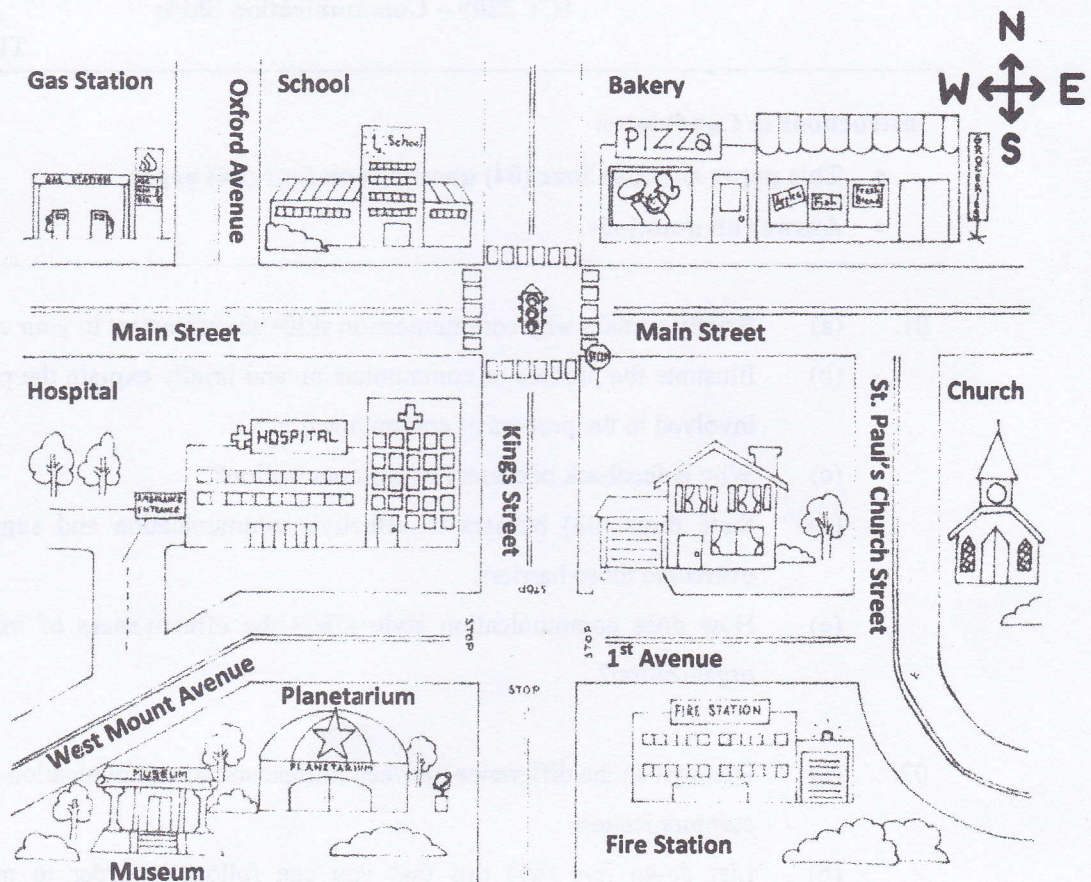
(07 Marks)

03. (a) "Written communication is better than the oral communication". Justify the statement. (05 Marks)
- (b) Imagine that a total stranger to the town, of which the map is given below, is at the gas station. He is interested in visiting

- The museum
- The church

Give him the directions to reach the places mentioned above.

(10 Marks)



- (c) You want to start a small business on your own. Write a letter to the manager of a bank in your area requesting information about obtaining a business loan to finance your new business. Include following in your letter:

- What kind of business you want to start.
- How much money you need.
- The length of time over which you would expect to repay the money.
- Installments and Interest rates.

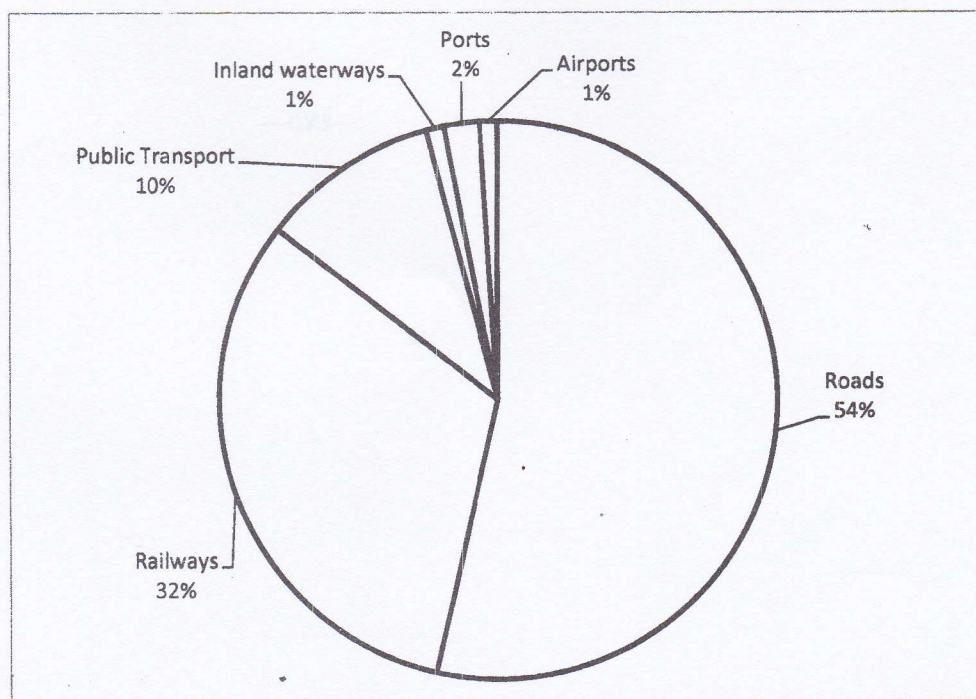
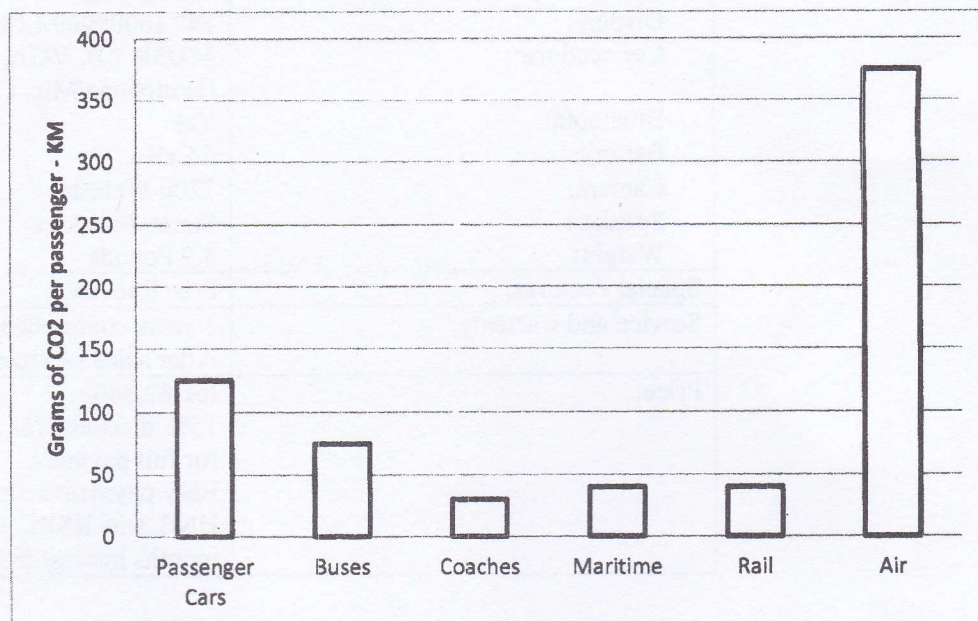
(10 Marks)



04. (a) What is an abstract? State basic components of an abstract in any discipline.

(05 Marks)

- (b) The table below shows CO<sub>2</sub> emissions for different forms of transportation in Asia. The Pie Chart shows the percentage of funds being spent on different forms of transport. Write a brief report describing the information given below. Use approximately 90-100 words. (10 Marks)





- (c) Given below is a specification for a laptop computer. As a business development officer in your company write down a conversation you would like to develop to promote this product to a customer who visited your showroom. (10 Marks)

Model:	Lenovo ThinkPad T420
Features:	
Processor:	Intel Core i5-2520M 2.5GHz
Hard Drive:	500 GB 5400 RPM
RAM	4GB DDR3
Display:	14" 1600*900 LED Backlit
Connections:	4*USB 2.0, VGA, Display Port, Combo Headphone/Mic, Card Reader.
Bluetooth:	Yes
Battery:	6 Cell
Camera:	720p Webcam
Speaker:	Stereo Speakers
Weight:	4.9 Pounds
Special Features:	Free Backpack
Service and warranty:	3 years comprehensive warranty. After sales services.
Price:	Rs. 82,580/- 15% discount for 2 or more computers for full payment. Easy payment scheme through Sampath, HNB and HSBC Credit cards up to 36 months interest free installments.

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