



RAJARATA UNIVERSITY OF SRI LANKA
FACULTY OF APPLIED SCIENCES

B.Sc. in Information Technology
Second Year - Semester II Examination – January/February 2023

ICT 2209 – COMMUNICATION SKILLS

Time: Two (02) hours

- Answer **ALL** the questions.
- There are four (04) questions in two (02) pages.

1. a) "Communication is the art of transmitting knowledge, ideas, information and thoughts from one person to another." Sketch the communication process. **(04 marks)**
 - b) State the differences between one-way and two-way communication processes. **(05 marks)**
 - c) Why is Multi-directional Communication difficult to implement in business environments of Asian countries? **(05 marks)**
 - d) Discuss three (03) barriers that affect the effectiveness of communication providing examples. **(06 marks)**

(Total : 20 marks)

2. a) "Body language (Kinesics) is a form of nonverbal communication". State and briefly discuss three (03) aspects of kinesics. **(10 marks)**
 - b) "Nonverbal communication can reinforce, substitute, or contradict verbal communication." Do you agree with this statement? Justify your answer. **(10 marks)**

(Total : 20 marks)

3. a) State two (02) situations where you should not use emails for communication. (04 marks)
- b) The example given below is a poorly written email. Rewrite it by following the best practices of email writing.

To: Bob Pope	From: Gabrielle Mendes	Subject: Job?
<p>Hey Bob, We talked a couple weeks back at the chamber of commerce event. (I was the one looking for a summer internship and had a bandaged forearm looking just like that cartoon guy Popeye.Lol. You're probably like, "uh..What?" Maybe that helps you recall, maybe not. Not completely important, I suppose.</p> <p>I'd really like to come work for you at your IT business. You seemed like a cool person to work for. I'm available to start working on Monday, but I am taking my driver's test in June and have to study and go an hour and half away to take it at an easier place cause I'm not a great driver so I'll miss a few days. I am also going to the beach with friends for a week in July. I've attached my resume. Let me know if you have a job opening for me. I can't wait to play on some computers. If I don't respond to your email, I'm always on FB, snapchat or insta!</p> <p>Peace out, Gabrielle Mendes</p>		

(10 marks)

- c) What etiquette do you have to follow when replying to and forwarding emails? (6 marks)
- (Total : 20 marks)
4. a) Why is it required to conduct interviews for the candidates for a job? (05 marks)
- b) What methods can be used to get the audience's attention at the beginning of a presentation? (10 marks)
- c) The company chair assigned you to take minutes of a board meeting this afternoon.
- How will you prepare yourself for taking the minutes? (05 marks)
 - Outline a brief agenda for the meeting. (05 marks)
- d) In recent months, your company staff has not been punctual when reporting to work. As the manager of Human Resources, write a **memorandum** including a note on the importance of being punctual, and recommendations on how they can be punctual, to your staff. Your message should be clear, courteous, and complete. (15 marks)
- (Total :40 marks)

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