

***National Institute of Technology, Delhi***

Name of the Examination: B.Tech.

Branch : ECE/EEE

Semester : 1<sup>st</sup>

Title of the Course: Professional Communication

Course Code: HMB 100

Time: 3 Hours

Maximum Marks: 50

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**Q1. State whether the following statements are True or False** **5 marks**

- a. The "encoding" stage initiates the process of communication.
- b. Communication through symbols, charts and graphs is called verbal communication.
- c. Concise means that the message should be specific instead of general.
- d. The communication from the higher level in organizational hierarchy to the lower ones is called vertical communication.
- e. Hearing is natural but listening requires skills.

**Q2. Select the most appropriate option for the followings sentences.** **5 marks**

- a. Body language includes facial expressions and \_\_\_\_\_
  - (i). Dressing style
  - (ii) Loudness in voice
  - (iii) Body posture
  - (iv) Interacting with audience
- b. Communication carried with a large audience is known as \_\_\_\_\_
  - (i) Interpersonal communication
  - (ii) Mass communication
  - (iii) Intrapersonal communication
  - (iv) Extrapersonal communication
- c. Horizontal communication takes place \_\_\_\_\_
  - (i) Among the peer group
  - (ii) From top to bottom
  - (iii) From bottom to top
  - (iv) All of the above
- d. Noise is \_\_\_\_\_
  - (i) Use of indecent language
  - (ii) Interference in the communication process
  - (iii) Mixture of loud, unpleasant sound
  - (iv) Use of unintelligent sound
- e. Extempore speech is \_\_\_\_\_
  - (i) Readymade speech
  - (ii) Prepared speech
  - (iii) Pre-mediated speech
  - (iv) On-the-spot prepared speech

**Q3 Attempt any 4 of the following questions**

**(5X4=20 marks)**

- (a) Explain Aristotle model of communication and provide a diagram describing each stage.
- (b) Explain four different barriers to effective communication. Provide examples.
- (c) What is the difference between skimming and scanning? How are they different from Intensive reading?
- (d) Compare intrapersonal and interpersonal communication. Explain how the two types might work at an organization.
- (e) What is the need of audience analysis before a presentation?

**Q4. Attempt any 2 of the following questions.**

**(10X2=20 marks)**

- (a) Your friend is suffering from poor listening ability, and faces the following issues. Provide 5 suitable solutions to his problems. Make reference to the specific issues when needed.
  - (i) He does not understand the meaning of some words during lecture.
  - (ii) He watches people passing by out of the door during lecture.
  - (iii) He zones out playing with a pencil.
  - (iv) He often uses his phone to surf the web during the lecture.
  - (v) He asks irrelevant questions to the lecturer just to disturb him/her.
- (b) Write a 1000 words opinion piece on the following statement.  
“Effective verbal communication is essential in order to understand what is going on inside someone’s mind but the most important thing in communication is hearing what isn’t said.”
- (c) Read the following passage and answer the questions below

*In the 16th century, an age of great marine and terrestrial exploration, Ferdinand Magellan led the first expedition to sail around the world. As a young Portuguese noble, he served the king of Portugal, but he became involved in the quagmire of political intrigue at court and lost the king's favour. After he was dismissed from service by the king of Portugal, he offered to serve the future Emperor Charles V of Spain.*

*A papal decree of 1493 had assigned all land in the New World west of 50 degrees W longitude to Spain and all the land east of that line to Portugal. Magellan offered to prove that the East Indies fell under Spanish authority. On September 20, 1519, Magellan set sail from Spain with five ships. More than a year later, one of these ships was exploring the topography of South America in search of a water route across the continent. This ship sank, but the remaining four ships searched along the southern peninsula of South America. Finally they found the passage they sought near 50 degrees S latitude. Magellan named this passage the Strait of All Saints, but today it is known as the Strait of Magellan.*

*One ship deserted while in this passage and returned to Spain, so fewer sailors were privileged to gaze at that first panorama of the Pacific Ocean. Those who remained crossed the meridian now known as the International Date Line in the early spring of 1521 after 98 days on the Pacific Ocean. During those long days at sea, many of Magellan's men died of starvation and disease.*

*Later, Magellan became involved in an insular conflict in the Philippines and was killed in a tribal battle. Only one ship and 17 sailors under the command of the Basque navigator Elcano*

*survived to complete the westward journey to Spain and thus prove once and for all that the world is round, with no precipice at the edge.*

Questions

1. The 16th century was an age of great \_\_\_\_\_ exploration.
  - (i) cosmic
  - (ii) land
  - (iii) mental
  - (iv) common man
  - (v) None of the above
  
2. Magellan lost the favour of the Portugal king when he got involved in a political \_\_\_\_\_.
  - (i) entanglement
  - (ii) discussion
  - (iii) negotiation
  - (iv) problem
  - (v) None of the above
  
3. One of Magellan's ships explored the \_\_\_\_\_ of South America for a passage across the continent.
  - (i) coastline
  - (ii) mountain range
  - (iii) physical features
  - (iv) islands
  - (v) None of the above
  
4. The passage was found near 50 degrees S of \_\_\_\_\_.
  - (i) Greenwich
  - (ii) The equator
  - (iii) Spain
  - (iv) Portugal
  - (v) Madrid
  
5. In the spring of 1521, the ships crossed the \_\_\_\_\_ now called the International Date Line.
  - (i) imaginary circle passing through the poles
  - (ii) imaginary line parallel to the equator
  - (iii) area
  - (iv) land mass
  - (v) Answer not available