

DR. BABASAHEB AMBEDKAR TECHNOLOGICAL UNIVERSITY, LONERE –

RAIGAD -402 103

Mid Semester Examination – October - 2017

Branch: Group A

Sem.:- I

Subject with Subject Code:- Communication Skills (HS102)

Marks: 20

Date:- 03/10/2017

Time:-1 Hr.

MODEL SOLUTION

Q.N.	Sub-Q.N.	Answers	Marks
1.	i)	c) Latin	01
	ii)	b) an obstacle	01
	iii)	b) non-verbal	01
	iv)	d) audience	01
	v)	a) Linguistic	01
	vi)	b) Jargon	01
2.	a)	The various functions of communication are as follows, Communication is a process involving a mutual exchange of understanding. Communication is very essential for the effective functioning inside as well as outside the organization	01
		1] <b>Motivation:</b> The main purpose of communication is to motivate workers to give better performance. Sometimes incentives are declared to employees and they are encouraged for peak performance.	01
		2] <b>Control:</b> Communication is very beneficial for maintaining control over employees as well as the work environment. Control is maintained by using written as well as oral communication. The work orders, appointment Letters, job assignments are the examples of communication for control.	01
		3] <b>Interaction:</b> Interactions with the customers and among themselves are performed through communication. The problems of customers are discussed .Employees also interact socially at workplace.	01
		4] <b>Providing Information</b> One of the most important functions is to provide information. There is written or verbal communication through notice or memo. A business meeting may be used to communicate.	01
5] <b>Providing Feedback</b> Communication allows employees, managers, workers to give and receive feedback on the various changes either considered or implemented	01		

	b)	Group Discussion is a technique used by an organization to analyze whether the candidate possess certain skills or not. The techniques for Group Discussion are as follows (The answer should include further points) 1] Being the First One 2] Adequate knowledge of subject 3] Allowing others to speak 4] Clarity of Thoughts and Ideas 5] Language Ability 6] Group Manners and Etiquettes	01 01 01 01 01 01
3.	a)	Listening is more important out of LSRW. Importance of Listening in the process of Language Acquisition. While listening learner observes and imitates sounds in the language. Language can be better acquired by means of imitation/listening. Some relevant example e.g. the way a child acquires the mother tongue.	01 01 01 01
	b)	Advantages of Oral Communication - High level of understanding and transparency - Saves time as well as money and efforts - Beneficial for team work and group enthusiasm - Flexibility so changes can be done quickly in previous decisions - Convenient for feedback resulting in immediate decisions - Encouraging morale of the employees. - Useful for communicating private or confidential information.	Any 4 advantages 01 01 01 01
	c)	Taking initiative for the discussion. Organisation and presentation of the information/facts. Use of verbal and non-verbal language, gesture/posture Attitude / tone of the speaker, arguments in support of the views presented. Conclusion	01 01 01 01