

**B.Voc. Robotics and Automation**  
**Subject: Communication Skills**  
**Subject Code: ZBSE101**  
**Semester: 2<sup>nd</sup> (Regular)**  
**Batch: 2018-21**  
**Theory (External): 35 Marks**  
**Time: 03 hours**

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**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. **Section A** comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 1 mark.
3. **Section B** comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

**Roll Number**

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## SECTION –A (OBJECTIVE TYPE QUESTIONS)

(10x1=10 Marks)

Choose the correct answer.

- Q1 Oral communication is different from written communication as it is
- a) Spoken and structured
  - b) Spoken and permanent
  - c) Spoken and transitory
  - d) Spoken and time consuming
- Q2 Writing diary is an example of ----- communication.
- a) Extrapersonal
  - b) Intrapersonal
  - c) Interpersonal
  - d) Organizational
- Q3 Which is an active process of receiving aural stimulus?
- a) Thinking
  - b) Listening
  - c) Talking
  - d) Silence
- Q4 Communication is a process of transmitting and receiving ----- message.
- a) Verbal and oral
  - b) Written and oral
  - c) Written and non-verbal
  - d) Verbal and non-verbal
- Q5 Written summary of a business meeting is called:
- a) Motion
  - b) Agenda
  - c) Minutes
  - d) Circular
- Q6 Which one of the following characteristics should a person follow while writing an e-mail?
- a) Verbose, rude and hard
  - b) Moderate
  - c) Aggressive and outgoing
  - d) Concise, clear and polite.
- Q7 Which of the following characteristics is not true about precis writing?
- a) It is precise
  - b) Omits long examples
  - c) One can always correct the facts and ideas of the paragraph
  - d) It should be self-contained and connected whole

- Q8 Find the odd one out:
- |                      |                  |
|----------------------|------------------|
| a) Skimming          | b) Scanning      |
| c) Intensive reading | d) Eavesdropping |
- Q9 Which one is not true about the report writing:
- Written for a specific purpose
  - Written for a specific audience
  - Written with fancy details to make it more rhetorical
  - It is a formal piece of writing
- Q10 Which of the following words does not have any suffix or prefix:
- |            |          |
|------------|----------|
| a) Arise   | b) Adopt |
| c) Mislead | d) Undo  |

### SECTION -B (ESSAY TYPE QUESTIONS)

(5x5=25 Marks)

- Q1 What do you mean by Barriers in Communication? Explain different types of Barriers.
- Q2 Write a note on the essentials of good communication.
- Q3 "Listening requires more intelligence than speaking." Explain this statement in reference to the process of listening.
- Q4 Make a precis of the following passage and suggest a suitable title:

The man who is perpetually hesitating which of the two things he will do first, will do neither. The man who resolves, but suffers his resolution to be changed by the first counter-suggestion of a friend—who fluctuates from opinion to opinion, from plan to plan, and veers like a weathercock to every point of compass, with every breath of caprice that blows—can never accomplish anything, great or usual. Instead of being progressive in anything, he will be at best stationary, and comes more probably retrograde in all. It is only the man who first consults wisely, then resolves firmly, and then executes his purpose with flexible perseverance, undismayed by those petty

difficulties which daunt a weaker spirit, that can advance to eminence in any line. Take your course wisely but firmly; and having taken it, hold upon it with heroic resolution and the rest will fall in place subsequently.

- Q5 What are the essentials of a good technical report?
- Q6 Discuss the following:
- E-mail writing
  - Minutes of the meeting
- Q7 Find an error in any five of the following sentences and rewrite them correctly by replacing the error with a correct word or phrase.
- She returned from Europe in an year.
  - The secretary and the treasurer is negligent of their duty.
  - Mathematics are my favourite subject.
  - Either take it, and leave it.
  - He is descended after a noble family.
  - His paralysed arm is insensible for feeling.
  - The wages of sin are death.
  - He gave me an advice.
- Q8 What are the various types of listening? What are the limitations of passive listening?

\*\*\*\*\*END OF PAPER\*\*\*\*\*