

Section-II

Write **any five** from the following questions.

(1x5=5)

1. Non-verbal skills.
2. External barriers to communication.
3. Mass communication.
4. Example of symbolic code language.
5. Informal communication.
6. Hard skills.

PART B – DESCRIPTIVE

Answer the following questions.

(5x5=5)

1. a) What is communication skill?

Or

- b) What is the scope of communication skills?

2. a) What are communication barriers?

Or

- b) Describe how to achieve effectiveness in communication.

3. a) Explain how soft skills contribute towards personality development.

Or

- b) Bring out the key difference between hard skills and soft skills.

4. a) Bring out the different types of listening skills.

Or

- b) Describe writing skills.

5. a) Explain communication techniques.

Or

- b) What are the guidelines to be followed for formal communication

2025

(FYUGP)

(4th Semester)

SEC

Paper Code : EDN SEC-2

(**Communication Skills**)

Full Marks : 37.5

Pass Marks : 40%

Time: 2 Hours

The figures in the margin indicate full marks for the questions.

PART A – OBJECTIVE**Section-I**

A. Choose the correct answer.

(½x15=7½)

1. Communication is derived from the _____ word 'Communis' which means common.

a. Greek

b. Latin.

c. Arabic

d. German

2. "Communication is the sharing of ideas and feelings in a mood of Mutuality" was defined by

a. Newman and Summer

b. Edgar Dale

c. Oxford Dictionary

d. John Dewey

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3. Which of the following arrangements is correct
a. Sender, encoding, message, channel, receiver
b. Sender, message, encoding, channel, receiver
c. Message, sender, encoding, channel, receiver
d. Sender, encoding, message, receiver, channel
4. Communication is a _____ process
a. Bi-polar b. Tri-polar c. Quadri-polar d. Multi-polar
5. Which of the following is an example of non-verbal communication
a. facial expression b. mumbling
c. yelling d. none of the above
6. The problems of Non-verbal communication are
i. It lacks versatility, which is prevalent in verbal communication.
ii. It is not suitable when two persons are sitting in different places.
iii. It may lead to ambiguity in understanding the message.
iv. It is heavily influenced by cultural norms.
a. only i & ii are correct b. only iii & iv are correct
c. all of the above d. none of the above
7. Soft Skills are characterized by
i. intangible ii. non-technical
iii. subjective iv. quantifiable
a. only i & iv are correct b. only i, ii & iii are correct
c. all the above d. none of the above
8. The process of converting a coded message or information into an understandable format.
a. Encoding b. Decoding c. Sender d. Receiver

(Continued)

(3)

9. Examples of Audio-Visual media are
i. Television ii. YouTube iii. Documentaries iv. Chart
a. only i & iv are correct b. only i, ii & iii are correct
c. all the above d. none of the above
10. Poor physical health is an example of
a. internal barrier of communication
b. external barrier of communication
c. both a & b are correct
d. none of the above
11. Meeting and focus group discussion is an example of
a. Hard skills b. Formal communication
c. Soft skills d. Informal communication
12. Logic and reasoning to separate from fact while Listening is a type of
a. Deep listening b. Full listening
c. Critical listening d. Therapeutic listening
13. Email is a form of
a. Verbal communication b. Non-verbal communication
c. both a & b are correct d. None of the above
14. What is organizational communication?
a. Communication carried out in market.
b. Communication carried out at home.
c. Communication carried out in an educational institution.
d. Communication carried out between two friends.
15. _____ is an intimate type of listening that often involves receiving information from a speaker about their challenges or emotions.
a. Deep listening b. Full listening
c. Critical listening d. Therapeutic listening

(Turn Over)