

II. Write short notes on **any five** of the following: (5×1=5)

1. Importance of communication.
2. Two ways to improve listening skills.
3. Encoding and Decoding in communication.
4. Three advantages of non- verbal communication.
5. What are barriers in communication?
6. Suggest any two measures for effective communication.
7. Digital communication.

PART B – DESCRIPTIVE

Answer **any five**: (5×5= 25)

1. Explain the components involved in the process of communication.
2. Discuss the nature and scope of communication.
3. Difference between hard skills and soft skills.
4. Explain the verbal and non-verbal forms of communication.
5. What are some major barriers to the process of communication?
6. Bring out some measures to overcome barriers in communication.
7. What are reading and writing skills in communication? What are some of the measures we can consider to improve these skills.

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2026

(FYUGP)

(4th Semester)

EDUCATION

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

I. Choose the appropriate option: (½×15=7½)

1. Communication is derived from which Latin word-

- | | |
|----------------|-------------|
| a) Communicate | b) Common |
| c) Commute | d) Communis |

2. Information conveyed through medium of speech is:

- a) Verbal communication
- b) Non- verbal communication
- c) Written communication
- d) Oral communication

(2)

3. In communication, appropriate selection of which component ensures effective transmission of message:
a) Sender
b) Receiver
c) Channel
d) Contents
4. The ability which require specific technical training/ formal education is:
a) Technical skills
b) Practical skills
c) Soft skills
d) Hard skills
5. are crucial for building relationships and navigating various professional situations:
a) Emotional intelligence
b) Leadership skills
c) Soft skills
d) Hard skills
6. Written communication is a form of:
a) Verbal communication
b) Non-verbal communication
c) Vocal communication
d) Oral communication
7. Arrange the following components in order:
a) Sender, encoding, message, receiver, channel
b) Message, sender, encoding, channel, receiver
c) Encoding, message, sender, channel, receiver
d) Sender, message, encoding, channel, receiver
8. What is social communication?
a) Addressing social issues
b) Sharing information, opinions and resources
c) Sharing ideas, customs and traditions
d) All of the above

(Continued)

(3)

9. Being flexible, able to adjust to new situations and embracing challenges is:
 - a) Problem solving skills
 - b) Collaboration skills
 - c) Leadership skills
 - d) Adaptability skills
10. When the message is seen out of its context, then its actual sense is lost or undergoes a change, this is because of:
 - a) Language barrier
 - b) Previous experience
 - c) Situational barrier
 - d) Physical barrier
11. The process of converting a coded message/information into an understandable format :
 - a) Interpretation
 - b) Encoding
 - c) Decoding
 - d) Translating
12. Poor physical health is an example of:
 - a) Internal barrier
 - b) External barrier
 - c) Both (a) and (b)
 - d) None of the above
13. Which of the following is a type of non- verbal communication?
 - a) Speech
 - b) Email
 - c) Facial expression
 - d) Report writing
14. Communication between two or more people is known as:
 - a) Intrapersonal communication
 - b) Interpersonal communication
 - c) Mass communication
 - d) Visual communication
15. Noise, language differences and poor listening are examples of:
 - a) Types of communication
 - b) Communication skills
 - c) Barriers to communication
 - d) Channels of communication

(Turn Over)