Seat No:_____ Enrollment No:_____

PARUL UNIVERSITY

FACULTY OF MANAGEMENT

BBA Summer 2022-23 Examination

Semester: 02 **Date: 22/05/2023**
Subject Code: 06193156 **Time: 10:30am to 1:00pm**
Subject Name: Communication Skills **Total Marks: 60**

Instructions

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.

A).Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)

1.The _____is the person who transmits the message.
a)receiver c)driver
b)cleaner d)sender

2.Communication is a part of_____skill.
a)soft c)rough
b)long d)hard

3._____refers to all these factors that disrupt the communication.
a)nowhere c)nobody
b)noise d)no where

4._____communication includes tone of voice body language, facial expressions etc.
a)nonverbal c)verbal
b)letter d)notice

5.The message may be misinterpreted of_____.
a)barriers c)noise
b)distortion d)distraction

B).Define the following. (Each of 1 mark) (05)

1.Physical barrier.
2.Encoding
3.Active Listening.
4.Feedback
5.Critical Listening

C).Define the phrases. (Each of 1 mark) (05)

1.Back to the drawing board.
2.Go the extra mile.
3.Down the line.
4.Step up to the plate.
5.By the book.

Q.2 Answer the following questions.

A). Explain types of listening. **(07)**

B). How English Communication Skills are important now a days? **(08)**

Q.3 Answer the following questions.

A). Write the traits of good listener. **(07)**

B). Explain communication process in detail. **(08)**

Q.4 Attempt any two questions. (Each of 7.5 mark) (15)

1. What is listening? Explain the difference between listening and hearing.
2.Write a paragraph on 'Importance of value education for students'.
3.Describe any four barriers of communication.
4. Explain the difference between verbal and non-verbal communication.