

17201

11920

3 Hours / 100 Marks

Seat No.

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- Instructions* – (1) All Questions are *Compulsory*.
(2) Answer each next main Question on a new page.
(3) Illustrate your answers with neat sketches wherever necessary.
(4) Figures to the right indicate full marks.
(5) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.

Marks

1. **Answer any TEN of the following questions in 25-30 words each:** **20**
- Define communication.
 - What is channel? Give one example.
 - State any two differences between oral and written communication.
 - List out two demerits of formal communication.
 - Why should a sender analyse the need of the audience?
 - Name sub-types of physical barriers?
 - How does status affect communication?
 - Enumerate any two advantages of Graphical communication?
 - What is mechanical barrier?
 - State any two disadvantages of grapevine communication.
 - Explain vertical communication with an example.
 - How does stammering affect communication?

P.T.O.

- 2. Answer any FOUR of the following:** **16**
- a) Select the channel (medium) from given options which will best suitable for following process, if you were the sender:
(Options - e-mail, gestures, telephone, notice memo, posters)
- (i) To wish your friend on his Anniversary who is living in USA.
 - (ii) To warn your peon on his constant absenteeism.
 - (iii) To communicate with a person who is dumb and deaf.
 - (iv) To speak to your relative at your native place.
- b) Explain communication cycle with the help of a neat diagram.
- c) State any four ways to overcome psychological barriers.
- d) “Language itself can act as a barrier to - communication”. Justify.
- e) Explain chronemics with suitable examples.
- f) Explain any four principles of effective communication in brief.
- 3. a) Answer any ONE of the following :** **8**
- (i) Draft a memo to your Jr. Clerk for his absence on duty without prior permission. Warn with stern action.
 - (ii) As a principal draft a notice about Diwali vacation for all the diploma students.
- b) Answer any TWO of the following:** **8**
- (i) Shiva approaches his English teacher to get his assignment assessed unknowingly he stands too close to his teacher the teacher get annoyed with Shiva’s presence and starts scolding him
 - 1) Identify the non-verbal code of communication in this situation.
 - 2) Suggest two measures to avoid such situation in future.
 - (ii) Discuss any four popularly used gestures in classroom communication.
 - (iii) Explain the Kinesics with suitable example.

4. a) Answer the following :

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Respond to the following advertisement:

R e q u i r e d	<p>For plastic moulding factory located in Pune city (Maharashtra) wanted a</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Production Engineer (male / female 1 post)</p> </div> <p>having minimum 2/3 years experience in plastic injection moulding. Able to handle all production work</p> <p style="text-align: center;">Mail your resume at : perfectplast23@gmail.com</p>
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b) Answer any ONE of the following:

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- (i) Draft an accident report regarding an accident which took place in the chemistry lab causing injury to 5 students. Suggest preventive measures.
- (ii) A factory is manufacturing mechanical spare parts. There is a sudden fall in production during the last 3 months. Submit a report to General Manager giving reasons for fall in production. Suggest some measures for increasing production.

5. Answer any FOUR of the following:

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- a) Explain vocalics with suitable examples.
- b) Explain proxemics with example.
- c) Name any four techniques of effective listening?
- d) Explain active listening with suitable examples.
- e) State any four advantages of face to face communication.

6. a) Answer any ONE of the following:

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- (i) Below mentioned are the incidents of road accidents and their causes that took place in Pune. Draw a bar graph using given data.

SN.	Causes	2008	2009	2010
1.	Carless Driving	40	35	27
2.	Use of mobile phone	25	40	45
3.	Narrow and defective road	29	22	16

- (ii) Draw a pie chart indicating the sector-wise break up of plan of expenditure in the ninth 5 years plan from the data given.

Sector	Investment in crore	% of total plan expenditure
Agriculture	12600	36
Industry	9560	28
Education	2620	08
Health	1820	06
Defense	7560	22

b) Answer the following:

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Draft an order letter for the purchase of classroom furniture, giving the list along with terms and condition.
