

# 17201

**21819**

**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) Use of Non- programmable Electronic Pocket Calculator is permissible.
  - (6) Mobile Phone , Pager and any other Electronic Communication devices are not permissible in Examination Hall.

**Marks**

**1. Attempt any TEN of the following:**

**20**

- a) Define communication in your words.
- b) What is ‘encoding’ and ‘decoding’?
- c) Why is feedback necessary?
- d) Explain why communication is a two-way process with suitable example.
- e) ‘Vertical communication is a two way process’. Explain.
- f) Explain mechanical barrier with one example.
- g) What are the various type of communication?
- h) Define formal communication with one example.
- i) Define diagonal communication.
- j) Explain the term generation gap.
- k) Name any two physical barriers.
- l) How does noise affect on communication?

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- 2. Attempt any FOUR of the following:** **16**
- a) Explain the communication process with neat diagram.
  - b) Compare oral and written communication.
  - c) Explain any four principles of effective communication.
  - d) Explain 'day dreaming' and 'closed mind' as psychological barrier to communication.
  - e) State the different ways of overcoming language barrier
  - f) Identify the type of barrier in the following:
    - (i) Ink spread on the newspaper.
    - (ii) Predetermined notion about something or someone.
    - (iii) There is power failure when a public speaker is addressing a large gathering.
    - (iv) Inferiority complex among an employee.
- 3. a) Attempt any ONE of the following:** **8**
- (i) As a general secretary of the student council, draft a memo for the students on the following points:
    - 1) Subject : Maintaining discipline during social gathering
    - 2) Purpose : Warning of stern action.
  - (ii) Draft a notice as a librarian of your college to inform all the students about the change in the working hours of the library.
- b) Attempt any TWO of the following:** **8**
- (i) Explain the importance of eye contact in communication with example.
  - (ii) What is chronemics? Elaborate by giving two examples
  - (iii) Identify the non-verbal codes used in the following communication situations:
    - 1) A person has shaky voice
    - 2) Blank face indicates expressionless face
    - 3) Touching feet of elders
    - 4) Arriving late for the interview.

- 4. a) Attempt the following: 8**
- Write a letter of application along with your resume to 'Infosys, Pune-15' for the post of Software Engineer.
- b) Attempt any ONE of the following: 8**
- (i) Draft an accident report which took place in the workshop of your college. Suggest the preventive measures.
- (ii) Write a report on fall in production of an automobile industry. Give suggestions.
- 5. Attempt any FOUR of the following: 16**
- a) Explain the four zones of proxemics defined by Albert Mehrabian.
- b) State the techniques of effective listening.
- c) What is the difference between listening and hearing.
- d) Explain the term 'Gesture and Posture'.
- e) In a class-room, students are listening the topic, but due to noise outside the class they lost their concentration. Identify the type of barrier. Give remedial measure to overcome the barrier.

6. a) **Attempt any ONE of the following:**

8

- (i) The following is the age-wise readership of 'The Times of India' a daily newspaper.

Age Group	Readership in ( %)
16-25	10
26-35	27
36-45	17
46-55	22
56-65	24

Present the above data in the form of a pie chart.

- ii) A state level paper presentation competition was held to commemorate the 'Engineers Day' in a polytechnic. The course wise response of students was as below. Design a bar graph to represent the data.

Courses	No of students participating
Electronics and Telecommunication Engineering	16
Computer Engineering	14
Mechanical Engineering	12
Civil Engineering	16
Electrical Engineering	18

b) **Attempt the following:**

8

Place an order to 'Hitech Computers Private Ltd. Mumbai' for some computer related hardware materials.

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