

Roll No. ....

**E-149**

**M. A. (First Semester)  
EXAMINATION, Dec.-Jan., 2020-21**

ENGLISH

Paper Fifth

**(Language Management and Communication Skills-I)**

*Time : Three Hours ]*

*[ Maximum Marks : 80*

**Note :** Attempt all Sections as directed.

**Section—A**

1 each

**(Objective/Multiple Choice Questions)**

**Note :** Attempt all questions.

Choose the correct answer/most appropriate answer and write in your answer book :

1. Communication is a :
  - (a) One-way process
  - (b) Two- process
  - (c) Both (a) and (b)
  - (d) None of the above
2. External communication does not include :
  - (a) Circulars

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- (b) Manuals
  - (c) Grapevine
  - (d) Advertisements
3. Which of the following statement is not true regarding written communication ?
- (a) It is format in nature
  - (b) It is verifiable from the records
  - (c) It takes less time
  - (d) It can be very precise
4. A telephone line going dead is a :
- (a) Physical barrier
  - (b) Noise barrier
  - (c) Personal barrier
  - (d) Semantic barrier
5. .... is not one of the seven Cs of effective communication.
- (a) Completeness
  - (b) Clarity
  - (c) Character
  - (d) Consideration
6. When a person receives a message, it is his responsibility to provide the sender ?
- (a) Feedback
  - (b) Perception
  - (c) Self-concept
  - (d) Non-verbal clues

7. The main force in determining if we 'listen' or 'hear' :
- (a) Interest
  - (b) Fear
  - (c) Grammar
  - (d) Importance
8. Pronouncing words clearly and correctly so that each sound can be heard :
- (a) Talking loudly
  - (b) Speaking
  - (c) Enunciation
  - (d) Verbal communication
9. Stop Talking' is one of the most important of the ten commandments of ..... formulated by Keith Davis and John Newstrom.
- (a) Writing skill
  - (b) Listening
  - (c) Reading
  - (d) Learning
10. Registering sound vibrations is :
- (a) Non-verbal communication
  - (b) Hearing
  - (c) Verbal communication
  - (d) Listening

11. If two persons are neighbours, but do not know each other, they would address each other by their :
- (a) first names
  - (b) titles
  - (c) pet names
  - (d) All of the above
12. She ..... her office by 9 am daily.
- (a) reach
  - (b) reaches
  - (c) reached
  - (d) reaching
13. A bouquet of flowers ..... required for the event.
- (a) are
  - (b) have
  - (c) is
  - (d) has
14. The information provided to you ..... wrong.
- (a) were
  - (b) was
  - (c) are
  - (d) have been
15. If you have..... question, I am ready to answer.
- (a) many
  - (b) few
  - (c) any
  - (d) some

16. Is there any milk left in ..... fridge ?

- (a) a
- (b) an
- (c) the
- (d) none

17. I am envious ..... them.

- (a) of
- (b) about
- (c) in
- (d) at

18. I am good ..... tennis.

- (a) about
- (b) in
- (c) at
- (d) of

18. Give one-word substitute for 'an examination of tissue removed from a living body to discover the presence, cause or extent of a disease.

- (a) Biopsy
- (b) Post mortem
- (c) Operation
- (d) Dissection

20. A publication, usually in the form of a book that provides synonyms (and sometimes antonyms) for the words in a given language is :

- (a) Novel
- (b) Glossary
- (c) Thesaurus
- (d) Catalogue

**Section—B**

2 each

**(Very Short Answer Type Questions)**

**Note :** Answer the following questions in two or three sentences.

1. Explain the elements of communication with the help of a diagram.
2. Discuss the need of communication in modern organisations.
3. What do you understand by completeness of message ?
4. What is the significance of listening ?
5. Distinguish between homonyms and homophones.
6. Give at least *four* expressions that can be used to introduce people to one another.
7. What are different parts of speech ?
8. Rewrite combining words from the lists 'A' and 'B' to form commonly used collocations

A	B
highly	interest
heavy	developed
have	traffic
show	a nap

## Section—C

3 each

## (Short Answer Type Questions)

**Note :** Answer the following questions briefly.

1. What are the barriers to communication ?
2. Compare oral and written communication.
3. Write a note on clarity of thought and courtesy.
4. Briefly explain the types of listening.
5. Explain subject—verbs object pattern of English sentence with examples.
6. Use ‘above’ and ‘better’ as adjective and adverb.
7. What are the uses of determiners ?
8. Provide one word substitutes for the following :
  - (a) a doctor who studies and treats heart diseases
  - (b) a story, poem, or picture that can be interpreted to reveal a hidden meaning, typically a moral or political one
  - (c) a form of government in which most important decisions are taken by state officials rather than by elected representatives.

## Section—D

5 each

## (Long Answer Type Questions)

**Note :** Attempt any *four* of the following in about 150 words.

1. Write a note on the role of feedback in communication.
2. How can Listening skills be developed ?

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3. Follow the hints given below and write a suitable dialogue :
- (i) You are Sukesh Talwar. Your teacher Dr. Pratibha Sonekar has been transferred to another college. Your class would like to give her a Farewell party.
  - (ii) You invite her to the party.
  - (iii) You state the time and day of the week.
  - (iv) Your teacher accepts the invitation.
  - (v) You thank her.
4. Use the follow homophones in sentences of your own :
- (a) dual, duel
  - (b) break, brake
  - (c) sell, cell
  - (d) one, won
  - (e) meat, meet
5. What do you understand by agreement of verb and subject ? Enumerate some of the important points to remember in this connection with suitable examples.