

**B.TECH. SEM -I (CHEMICAL/ CIVIL/ ELECTRICAL/  
MECHANICAL/ PRODUCTION/ COMPUTER/ INFO. TECH./  
ELECTRONICS / BIO MEDICAL / E & TC) 2014 COURSE (CBCS)  
: SUMMER - 2018  
SUBJECT: PROFESSIONAL SKILL DEVELOPMENT -I**

Day: **Saturday**  
Date: **26/05/2018**

**S-2018-2212**

Time: **10.00 AM TO 11.30 AM**  
Max. Marks: 50

**N.B.:**

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Draw neat and labeled diagrams **WHEREVER** necessary.

**Q.1** Choose the correct answer for the following questions. **(05)**

- 1) Letter, E-mail, telephone are examples of \_\_\_\_\_  
i) Message ii) Feedback  
iii) Channel iv) encoding
- 2) All communication events have a \_\_\_\_\_  
i) Resources ii) Source  
iii) Start iv) end
- 3) Hearing is only important component of \_\_\_\_\_.  
i) Hearing ii) Listening  
iii) Talking iv) Speaking
- 4) \_\_\_\_\_ context refers to the relationship between the sender and the receiver.  
i) Social ii) Physical  
iii) Cultural iv) Chronological
- 5) Communication strengthens \_\_\_\_\_ relationship for the need of an organization.  
i) informal communication ii) formal communication  
iii) employees employer iv) father employer

**Q.2** Describe a time when you have had to communicate with range of different people to achieve a particular outline task, the people you dealt with and the outcomes. **(10)**

**Q.3** Apply the SWOT techniques for the following topics (SWOT-strengths, weaknesses, opportunities and threats) (any **one** of the **two**) **(05)**  
i) The strategic use of technology for enhancing the education system.  
ii) Improvement in the services provided by Indian Railways.

**Q.4** How does listening skill help a person to improve the other interdependent skills of language like reading speaking and writing? **(05)**

**P. T. O.**

**Q.5** Choose the correct options from the following: **(05)**

- 1) Listening is badly affected by \_\_\_\_\_.
  - i) Message overload excess of listened material
  - ii) high speed of speaking
  - iii) Sizable hearing loss physiological problem
  - iv) All of the above
  
- 2) Which of the following methods of communication is the most effective?
  - i) Presenting written material
  - ii) Presenting written material along with film
  - iii) multimedia method
  - iv) cannot be determined
  
- 3) All are the components of listening except one \_\_\_\_\_.
  - i) hearing
  - ii) attending being attentive
  - iii) answering
  - iv) understanding and remembering
  
- 4) Which is the example of the media of two way communication.
  - i) Public meeting
  - ii) padyatra
  - iii) street plays
  - iv) procession and rallies
  
- 5) Which of the following skills has the largest share in communication time in college?
  - i) Listening
  - ii) reading
  - iii) writing
  - iv) speaking

**Q.6** Answer the following questions:

- a) Identify the factors that shape the development of your self-concept/self-awareness/ Self-esteem. **(05)**
  
- b) Explain the importance of non-verbal communication in the professional presentation? **(05)**

**Q.7** What is mean by time management? Explain in details the causes of ineffective time management? **(10)**

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