

Indian Maritime University
(A Central University, Govt of India)
End Semester Examinations – December 2022
Programme Name: B Tech (ME)
Semester: I
Subject Code: UG11T4107
Subject Name: ENGLISH AND COMMUNICATION

Date: 02.01.2023

Max Marks: 70

Duration: 03 Hrs

Pass Marks: 35

General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) Options, if any, are specified in respective section.

Section A

Ten MCQs/Fill in the Blanks of 01 Mark each – Choose the correct answer as applicable.

- 1) _____ is the person who transmits the message.
 - a) Receiver
 - b) Driver
 - c) Sender
 - d) Cleaner
2. _____ is the person who notices and decodes and attaches some meaning to a message.
 - a) Receiver
 - b) Driver
 - c) Sender
 - d) Cleaner
3. The response to a sender's message is called _____.
 - a) Foodbank
 - b) Feedback
 - c) Food
 - d) Output
4. Message is any signal that triggers the response of a _____.
 - a) Receiver
 - b) Driver
 - c) Sender
 - d) Cleaner

5. _____ refers to all these factors that disturbs the communication.
- a) Nonsense
 - b) Noise
 - c) Nowhere
 - d) Nobody
6. Environmental barriers are same as _____ noise.
- a) Physiological
 - b) Psychological
 - c) Physical
 - d) Sociological
7. _____ communication includes tone of voice body language, facial expressions etc.
- a) Non-Verbal
 - b) Verbal
 - c) Letter
 - d) Notice
8. Letter, E-Mail, Telephone are examples of _____
- a) Message
 - b) Feedback
 - c) Channel
 - d) Encoding
9. The origin of the word communication is _____
- a) Communicate
 - b) Comunicare
 - c) Compute
 - d) Computer
10. _____ can be presented by face.
- a) Gestures
 - b) Body Language
 - c) Para Language
 - d) Expressions

Section B

Five Questions of 02 Marks each

11. Define the concept of communication.

12. Describe General Communication and Technical communication.
13. Differentiate listening skills and hearing skills.
14. Explain the concept and process of reading skills.
15. Describe the characteristics of effective communication.

Section C

Seven Questions of 10 Marks each of which any 05 questions to be answered.

16. Describe the complete communication process/cycle & its elements with a diagram.
17. Explain Non Verbal communication.
18. What are the various types of barriers to communication?
19. Write a job application letter.
20. Describe the process of an inquiry E-Mail.
21. Explain how to draft a paragraph.
22. Write a Complaint letter.

Tolani