

SHREE DATTA POLYTECHNIC COLLEGE

DATTANAGAR (SHIROL)

MODEL ANSWER

Class Test I (SEM-II) 2013-14

Subject: Communication Skills (CMS)

Subject Code: 17201

| Que. No. | Sub. Que. | Model answers | Marks | Total Marks |
|----------|-----------|---|-------|-------------|
| 1 | | Attempt Any THREE of following. | | |
| | 1 | Sender selects the channel for sending the message & selecting proper channel is important for smooth flow of communication. Wrong selection of channel can become barrier in communication. While selecting channel sender has to consider the situation, purpose, message & receiver. Therefore, selecting proper channel is judicious decision. | 3 | 09 |
| | 2 | Principles of Effective Communication: 1) Principle of Clarity: This is an important principle of effective communication. Sender should encode the clear message so that receiver could understand it. The message should not be vague because it may create misunderstanding. 2) Principle of Conciseness : Sender must follow this principle while sending the message. This principle says that the message should be as short as possible & it should be simple so that receiver can understand it properly. 3) Principle of Correctness : This principle suggests that the message should be correctly sent. The message should be precise & accurate for effective communication. Incorrect message can convey wrong meaning & may affect the communication negatively. (Instruction: Principles can vary.) | 3 | |
| | 3 | Encoding : It is the process by which the sender converts his thoughts into words, pictures, symbols or gestures understandable to the receiver. It is mental plan of the sender before starting the communication. As Sender encodes the message, he is known as 'Encoder'. Decoding : It is the process by which the receiver interprets the message into a code understandable to himself or herself. So, It is the interpretation or understanding of the message sent by the sender. As Receiver decodes the message, he is known as 'Decoder'. | 3 | |
| | 4 | A "Communication barrier" is anything that obstructs the | 3 | |

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| | | transmission of the planned message from the sender to the receiver. In other words, any reasons or obstacles which hinder (disturb) the smooth flow of communication are known as “Communication barriers”. For Example: 1. A teacher, whose language is not understandable to the students, acts as a barrier in communication. 2. A microphone, which is used as a medium of communication and it is not working properly acts as a barrier in communication. | | |
| 2 | | Attempt Any FOUR of following. | | |
| | 1 | Definitions of Communication : 1. Communication is an exchange of thoughts, ideas or opinions between two or more persons. - William Newman & Charles Summer. 2. A meaningful message sent from one person to another is known as communication. - L. K. Thomas (Instruction: Definitions can vary.) | 2 | 08 |
| | 2 | The communication between two employees of same organization is known as ‘horizontal communication’. e .g. Lecturer to Lecturer, H.O.D. to H.O.D. It is a source of co-operation between different departments of an organization. It helps to ease the burden as employees of same status can discuss various issues & problems. It helps to maintain good relationship with colleagues. | 2 | |
| | 3 | There are various types of communication these are as follows : Formal Communication which can be divided into Vertical- Upward, Downward & Horizontal communication. Informal or Grapevine communication & Diagonal communication. Verbal- Oral & Written communication. Non-Verbal communication- Body language & Graphical Communication. | 2 | |
| | 4 | Feedback is a response or reply given by the receiver to the sender. Feedback can be positive, negative or descriptive. If there is no feedback, then the communication process will remain incomplete. Moreover, the sender cannot confirm that the receiver has received the message and interpreted it correctly or not. Hence, feedback is necessary in communication. | 2 | |
| | 5 | Ways to Overcome on Psychological barrier : 1.Be open to suggestions 2.Develop a befitting attitude (Instruction: Ways to Overcome on Psychological barrier can vary.) | 2 | |
| 3 | | Attempt Any TWO of following. | | |
| | 1 | I. Physical barrier: When physical surroundings, natural features of the world and other environmental objects disturb the communication it is known as ‘Physical barrier’. | 4 | 08 |

| | <p>There are two types of Physical barriers: Environmental barrier & Physiological barrier.</p> <p>For Example .Two friends were discussing about their study but suddenly the rain started. As a result, they had to stop their discussion and they left the place. Here, the raining acted as the physical barrier.</p> <p>II. Psychological barrier: A barrier caused due to the mind set of human beings is known as ‘Psychological barrier’ . For Example. If students have prejudice about their teachers, they will never ask their teachers about their study problems. Here, Prejudice acts as a Psychological barrier.</p> <p>III. Mechanical barrier: When the flow of communication is disturbed by the defects in instruments, faulty machines ,loose mechanism, power failure or technical errors ,then it is known as ‘Mechanical barrier’ . For Example. A student was unable to send email to his teacher due to problem in internet connection.</p> <p>IV. Language barrier: A barrier caused due to use of different language and use of technical terms is known as ‘language barrier’ . For Example. If two persons are from different native background or they are using different languages, there will be lack of understanding between them. Here language acts as a barrier.</p> | | | | | | | | | | | | | | |
|--------------------------|--|----------------------|---------------------------|------|--------------------------|--------------------|----------|---------|----------------|----------------|------------------------|--|--|---|--|
| 2 | <p>I. 1.Sender- The Manager, Message – an official letter, Channel- oral, Receiver- secretary, Feedback- note taking.</p> <p>II. Sender- The famous musician, Message – plays a guitar in the musical concert, Channel- non-verbal, Receiver- the audience, Feedback- appreciates him by clapping.</p> <p>III. Sender- The traffic signal, Message – the red coloured light, Channel- non-verbal, Receiver- Ravi, Feedback- Ravi stops his car.</p> <p>IV. Sender- I, Message – the course book, Channel- verbal (oral), Receiver- The librarian, Feedback- The librarian gives the book to me.</p> <p>V. Sender-The president, Message – addresses the nation on the eve of the Republic Day, Channel- verbal (oral), Receiver- The citizens of India, Feedback- The citizens of India give response.</p> | 4 | | | | | | | | | | | | | |
| 3 | <table border="1"> <thead> <tr> <th>Verbal Communication</th> <th>Non- Verbal Communication</th> <th>Both</th> </tr> </thead> <tbody> <tr> <td>Telephonic conversations</td> <td>Movements of hands</td> <td>Drawings</td> </tr> <tr> <td>Notices</td> <td>Traffic signal</td> <td>Advertisements</td> </tr> <tr> <td>Job application letter</td> <td></td> <td></td> </tr> </tbody> </table> | Verbal Communication | Non- Verbal Communication | Both | Telephonic conversations | Movements of hands | Drawings | Notices | Traffic signal | Advertisements | Job application letter | | | 4 | |
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