

Questions of 3 marks.

1. What is Communication? Explain with suitable examples.
2. Define communication
3. What is verbal communication? Give examples.
4. What is non verbal communication?
5. What is diagonal communication?
6. State two disadvantages of oral communication.
7. State two advantages of written communication.
8. What is Grapevine Communication? Write one advantage and one disadvantage.
9. What are Barriers to Communication? Name some important barriers.
10. Explain the term Encoding. Who is the encoder of a message?

Questions of 4 marks.

11. Explain any four principles of effective communication.
12. Write four advantages of Oral communication.
13. Explain Mechanical barriers and Physical barriers with examples.
14. Draw the communication cycle and state the important elements.
15. State the importance of communication in the engineering industry.
16. Draw the following graphs:-

a) The amount of money allotted for the Sports Events in a college was utilised for various purposes as shown below. Design a pie chart for representing the data.

Purchase of sports material --- 40%

Prizes-----24%

Refreshments-----18%

Miscellaneous ----- 18%

b) 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 about coursewise participation.

(contd.)

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

C) In a Board of Director's meeting a Managing Director advises his subordinates to

present the sector wise deployment of cash generated by the company with the

help of a pie chart. The following are the details:

- Cash deployed for dividend payment : 40.07%
- Cash deployed for acquisition : 09.07%
- Cash deployed for capital expenditure : 23.81%
- Cash deployed for investment : 27.05%

Present the pie chart.

QUESTION BANK-----COMMUNICATION SKILLS (17201)

Marks

- 1) Attempt any THREE of the following : 09 -
- I. Define listening . How can you acquire good listening skill ?
  - II. What is the importance of good listening skill for an engineer?
  - III. What are the important types of listening ?
  - IV. What is Selective listening? Explain with an example.
  - V. Explain with examples Active and Passive listening.
  - VI. Write technical descriptions of any one of the following.
    - a) Mobile phone
    - b) Solar water heater
    - c) washing machine
    - d) Refrigerator
    - e) A lathe machine
    - f) A camera
    - g) Calculator
- 2) Attempt any one of the following :----- 08
- I. Write a letter of Application with resume to Modern Automobile Factory, Pune---411016 for the post of Junior Engineer.
  - II. “Wanted young, dynamic graduates in the field of Computer Engineering Having an experience of minimum 3 years” Write a job application letter With resume to Post Box No 156. Employment News, Mumbai----400042
  - III. The production target for the first six months in an automobile industry has declined by 25 per cent as compared to last year. As the Production Manager draft a report to the General Manager stating the reasons for The fall and suggest remedial measures for improvement.
  - IV. Assume that five water coolers that you purchased for the boy’s hostel are not working properly. As the Maintenance Engineer write an investigation report to the hostel in charge.
- 3) Attempt any one of the following :--- 08
- i. Devise a bar graph to present the data tabulated below—Incidence of fire in
 

Causes	2011	2012	2013
Short-circuiting	84	61	52
Smoking	50	45	62
Debris/Scrap burning	22	31	18
Unknown	05	09	06
<b>TOTAL</b>	<b>161</b>	<b>146</b>	<b>138</b>
  - ii. The amount of money allotted for the Sports Events in a college was utilised for Various purposes as below. Design a pie chart for representing the data.

Purchase of raw materials ----- 40%

Prizes-----24%

Refreshments---18%

Miscellaneous-----18%

- iii. Five senses of perception (seeing, hearing, touch, smell and taste) are studied in Psychology. The information absorbing capacity of these is given below---  
Seeing 75%, hearing 13%, touch 6%, smell 3%, and taste 3%. Prepare a pie chart indicating the above quantities given in percentage.