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.

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 <u>any THREE</u> of the following :   09
   -
   I.   Define listening . How can you aquire 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 minimum3 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
          Managerdraft a report to the General Manager stating the reasons for
          The falland 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
TOTAL	161	146	138

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---
Seeing75%,hearing 13%,touch 6%,smell 3%,and taste3%. Prepare a pie chart
Indicating the above quantities given in percentage.