

Total No. of printed pages = 2

HS 181108

Roll No. of candidate

31/5/24

--	--	--	--	--	--	--	--	--	--

2024

Bina Chowdhury Central Library
Girijananda Chowdhury University
Hatkhola, Azara (Shy-17)

B.Tech. 2nd Semester End-Term Examination
COMMUNICATION AND PROFESSIONAL SKILLS
(New Regulation w.e.f. 2017-2018) &
(New Syllabus w.e.f. 2018-2019)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks for the questions.

Answer question No. 1 and any *four* from the rest.

1. State whether the following statements are true or false. (10 × 1 = 10)
- (a) Cooperation between the sender and the receiver is one of the essentials of effective communication.
 - (b) Ideation or formulation is the last step in the process of communication.
 - (c) In addition to all the routine parts of a letter, a report in letter format may include headings, illustrations and footnotes.
 - (d) Non formal reports cannot be written in memorandum form.
 - (e) Group discussion is competitive in nature.
 - (f) The team spirit of the participants is not tested in group discussion.
 - (g) It is necessary to go for audience analysis before presentation.
 - (h) The interviewee's lack of enthusiasm or interest may be taken as one of the reasons for her/his failure in an interview.
 - (i) E-mail cannot be used to communicate with people outside the organization.
 - (j) Every piece of research must make an original contribution to the existing body of knowledge.

[Turn over

2. (a) What do you mean by communication? Differentiate between general and technical communication. (2 + 3)
- (b) Write about the distinctions between intrapersonal and interpersonal communication. (5)
- (c) What do you mean by non-verbal communication? Mention the different aspects of non-verbal communication. (2 + 3)
3. (a) Write on the steps to be undertaken in the introductory part of the presentation to make the audience interested in listening to the presentation. (7)
- (b) Describe the methods adopted for the delivery of oral presentations. (5)
- (c) What characteristics of the audience need to be analyzed before presentation? (3)
4. (a) 'It is desired to be assertive without being aggressive in group discussion'. Discuss the viewpoint. (6)
- (b) Write on the ways to be adopted for initiating group discussion. (4)
- (c) How can one show good communication skills in group discussion? (5)
5. (a) Describe how the introduction of a technical report, following manuscript format, is written. (6)
- (b) How do you differentiate the abstract from the summary of a technical report written in manuscript format? (5)
- (c) Discuss 'stress management' as one of the indispensable soft skills for today's world. (4)
6. (a) Write about the strategies to be adopted in answering questions in job interviews. (6)
- (b) What are the techniques of preparation of an interview file? (4)
- (c) Why is it necessary to prepare on one's accomplishments and achievements before appearing in job interview? (5)
7. (a) What do you mean by research? What are the main objectives of publishing a research paper? (2 + 2)
- (b) Write about the main functions of the discussion part of a research paper. (3)
- (c) Discuss the standard parts of a resume. (8)