



BBJ-010-1022005

Seat No. _____

P. G. D. H. M. (Sem. II) (CBCS) Examination

July - 2021

Technical Communication

Faculty Code : 010

Subject Code : 1022005

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

Instructions : Attempt any Five

- 1** Answer the following questions. **14**
- (1) What is Interpersonal Communication?
 - (2) What is upward communication?
 - (3) What is a channel in communication process?
 - (4) What is semantic barrier in communication?
 - (5) How is communication a two way process?
 - (6) Define Verbal communication?
 - (7) What is the advantage of audio signal as a sign language in communication?
- 2** Answer the following questions. **14**
- (1) How is Noise a barrier in communication?
 - (2) How is a Long chain of command in organization a barrier in communication?.
 - (3) What is public zone in communication?
 - (4) What is Web Writing?
 - (5) What is Intimate zone in communication?
 - (6) Define Sign language?
 - (7) What is Brainstorming?

- 3** Answer the following. **14**
(a) Explain the process of Communication.
(b) What is horizontal communication?
- 4** Answer the following. **14**
(a) What are the characteristics of written Communication?
(b) What are the disadvantages of oral Communication?
- 5** Answer the following. **14**
(a) Explain paralanguage.
(b) What are the barriers to effective communication.
- 6** Answer the following. **14**
(a) Prepare a report on the negligence of duty of the staff and give your recommendations to improve the same.
(b) Prepare a report on declining sales of laptop of the company.
- 7** Answer the following. **14**
(a) Draft a letter of enquiry for the instruments in science lab.
(b) Write a letter of order for furniture to Shubhash furniture.
- 8** Answer the following. **14**
(a) Write a notice for the annual general meeting of all the employees with agenda.
(b) Prepare a minutes for the above meeting.
- 9** Answer the following. **14**
(a) What are the characteristics of interpersonal communication?
(b) What are the objectives of Meeting?
- 10** Answer the following. **14**
(a) What is email? Discuss the advantages of email?
(b) Write in detail about video conferencing?