



DAF-001-2024001

Seat No. _____

B. S. W. (Sem. IV) Examination

April - 2022

Communication Skills-4 : Paper - 20

(Social Work) (New Course)

Faculty Code : 001

Subject Code : 2024001

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

[Total Marks : 70

- 1 Answer the following questions in detail : (any **one**) **12**
- (1) Define the term 'Attitude' and discuss its nature.
 - (2) What are the influences of attitude on person and society.
 - (3) Explain its interrelation with communication.

- 2 Answer the following questions in short : (any **three**) **18**
- (1) Interdependence of self-development and communication.
 - (2) Explain the types of attitude.
 - (3) Discuss the factors shaping attitude.
 - (4) Positive attitude.

- 3 Draft notice and an agenda of annual general meeting with **10**
shareholders of Birla Textile Pvt. Ltd.

OR

- 3 Write a mintue of board of directors meeting of Icon Polimer **10**
Industries, New Delhi.

- 4 Write a memo to the employee for using mobile phones during **10**
office hours.

OR

- 4 Write a resume for the post of H.R. Manager to **10**
Bliss Pvt. Ltd., Ahmedabad.

5 (A) Change the following sentences into indirect speech : 10

- (1) Mohan said, "I want to buy a book today".
- (2) She will say, "I am not free".
- (3) The policeman asked him, "Where is your driving licence ?"
- (4) The doctor said to him, "Give up smoking".
- (5) The old man said to me, "May God bless you, my son".
- (6) He said to his friend, "Let me go home now".
- (7) "Hurrah ! I have topped again", said my friend.
- (8) I said to them, "Don't worry about me".
- (9) My mother said to me, "How can I help you, my child ?"
- (10) I said to Mahesh, "You will go to Mumbai tomorrow".

(B) Read to following passage carefully and write answer the 10
briefly the questions given below them.

A telephone is no doubt a comforting thing to have around the house. But some-times it acquires bad habits of its own. The first hint trouble is when your telephone starts making funny little noises to itself. You pick up the receiver and there is no answer. It is only when you have done this several times, especially in the middle of the night, that you begin to realize that your telephone is not only beginning to ignore you but is in open revolt.

Its next move is to force you to listen to other people's conversation. Every time you try to ring up a friend somebody else is talking and a shrill voice will shout and ask you to get off the line. Gradually, the situation gets out of control. You begin to lose both, your sleep and manners. You startle you friends by asking nervously "Who is it ? What do you want ?" and hanging up before they have time to reply. But your biggest shock is still in store for you. When the bill comes, you find that year telephone has not been talking to itself, but charging you for it.

Questions :

- (1) What is the first hint of trouble with the telephone ?
- (2) What is the next move of telephone at war ?
- (3) What does happen when we try to ring up a friend ?
- (4) What is the biggest shock in store for us ?
- (5) Suggest a suitable title for the passage.