

April 2022

COMMUNICATION SKILLS IN ENGLISH

Time Allowed: 3 Hours

Full Marks: 60

Answer the following questions from Group A, B & C as directed.

GROUP A

1x10

1. Choose the correct alternatives (any ten):
- i. Which of the following is/are the feature(s) of formal communication?
a) Structured b) Controlled c) Pre-sanctioned d) All of the above
 - ii. There are how many core elements in an effective communication system?
a) 5 b) 4 c) 3 d) 6
 - iii. Which of the following is not a soft skill?
a) Technical knowledge b) Emotional intelligence c) Social skills d) Both a & b
 - iv. Which of the following is not a non-verbal communication?
a) E-mail b) Telephonic conversation c) Letter d) Notice
 - v. Which of the following is not a feature of an effective communication?
a) Clear b) Concise c) Ambiguous d) Complete
 - vi. Which of the following is an informal communication?
a) Discussing with friends b) Discussion in office meeting c) Discussing with brother d) Both a & c
 - vii. When a communication message delivers all the required information need to be delivered, communication is? a) Clear, b) Concise, c) Correct, d) Complete
 - viii. Which of the following is a written communication?
a) Face to face communication, b) Video Conferencing, c) Both a & b, d) Whats App chatting
 - ix. Which of the following is part of the "noise" in a communication process?
a) Obstruction in the communication channel, b) Loss of information in the communication channel, c) Mixing of different communications' information in the channel, d) All the above
 - x. Effective communication is most vital for-
a) Proper coordination, b) Efficient delegation of duty, c) Proper motivation, d) All of the above
 - xi. Which of the following is not a hard skill?
a) Accounting Knowledge, b) Medical Knowledge, c) Engineering Knowledge, d) Adaptability skill
 - xii. Emotional intelligence includes-
a) Understanding of what others truly perceive, b) Controlling one's own true emotions, c) Behaving as per organizational interests, d) All of the above
 - xiii. Adaptability in any set up requires-
a) Self-awareness, b) Self-analysis, c) Emotional Intelligence, d) All of the above
 - xiv. CVs for job application must include-
a) Concerned job specific skills of the applicant, b) Concerned job related experience of the applicant, c) Reason for leaving previous job, d) Both a & b

- xv. Training for embedding organizational culture in individual employees is called-
a) Orientation, b) Job specific training, c) Both a & b, d) None of the above

1x10

2. Fill in the blanks (any ten):

A. Use correct Prepositions:

- I am _____ a hurry.
- He is a friend _____ mine.
- He is riding _____ a bicycle.
- He was born _____ 2019.
- The country is _____ war.

B. Use the correct form of verbs:

- They _____ (buy) a new car yesterday.
- He _____ (ring) me up last night.
- They have _____ (make) me what I am.
- The window was _____ (break) by a child.
- It is nice to have _____ (finish) the work.

C. Form sentences using the hints:

- Rahim was not at home when I reached. He _____ (already/leave)
- The woman was a complete stranger to me. I _____ (never/see/before)
- I was very tired when I reached home. I _____ (play/tennis/whole morning)
- Mr. Roy no longer has his car. He _____ (sell/last month)
- I invited Mimi for dinner. But she could not come. She _____ (promise/someone else)

3. Transform these sentences as indicated (any ten):

1x10

- The birds have flown. (Change to interrogative)
- Are you coming to work tomorrow? (Change to imperative)
- What a beautiful day! (Change to declarative)
- Is it a complete loss? (Change to exclamatory)
- What a noble act! (Change to interrogative)
- Don't go near the pond. (Change to declarative)
- We have a holiday tomorrow. (Change to interrogative)
- Will you, please, pass me the bowl? (Change to imperative)
- It was a delightful movie. (Change to exclamatory)
- Are there people in the room? (Change to declarative)
- Come inside the house. (Change to interrogative)
- I wish I did not have to grow old. (Change to exclamatory)
- The teacher asked Chinmoy, 'Have you finished your homework?' (change to indirect sentence)
- Sushmita said she would come only if she could bring her mother with her (change to direct speech)
- Ashim said, 'I have been to Amsterdam twice (change to indirect speech)

GROUP B

4. Answer the following questions (any six):

2x6

- Define soft skills with example.
- How good organizational value system promotes good organizational communication?
- Why formal communication is structured communication?
- Why soft skills are must for successful application of hard skills?
- How social skills impact effective communication?
- Define self-awareness.

- vii. What do you mean by Reynolds number? How is it related with streamline and turbulent flow?
- viii. State two factors that influence surface tension.
- ix. Pendulum clock goes fast in winter and slow in summer – explain.
- x. When wax is rubbed on cloth, the cloth becomes water proof. Why?

GROUP C

5. Answer the following question (any one):

- i. (a) Write down the names of the fundamental physical quantities and their SI unit.
(b) Length of a rod as measured in an experiment was found to be 2.48 m, 2.46 m, 2.49 m, 2.50 m and 2.48 m. Find the (i) average length (ii) mean absolute error (iii) relative error and (iv) percentage error. 2+4
- ii. (a) Show that impulse of a force on a body is equal to change in momentum of the body.
(b) What are the differences between centripetal and centrifugal force? (c) Find the angle of banking of a road of radius of curvature of 600m so that a car can move safely at a maximum speed of 180 km/hour. 2+2+2
- iii. (a) Define angular displacement, angular velocity and angular acceleration and state their SI units.
(b) Write down the expression for centripetal force mentioning the physical meaning of the symbols. 4+2

6. Answer the following question (any one):

- i. (a) Define the term Power. Is it a scalar or vector quantity? Give its dimension and unit in SI system.
(b) A man weighing 60kg climbs up a staircase carrying a load of 30kg on his head. The staircase has 20 steps each of height 0.3m. If he takes 10s to climb, find his power. 3+3
- ii. (a) What constant unbalanced torque is required to increase the speed of a flywheel of moment of inertia 0.1 Kg-m^2 from 3 rps to 9 rps in 18 revolutions?
(b) State the theorem of parallel axes. 4+2
- iii. (a) Rotational kinetic energy of two bodies of inertia 9 kgm^2 and 1 kgm^2 are same. What will be the ratio of their angular momentum? <https://www.wbsctonline.com>
(b) What is friction?
(c) Discuss some ways to reduce friction. 3+1+2

7. Answer the following question (any one):

- i. (a) Define surface tension and surface energy. Write down their relation.
(b) Establish the relation between co-efficient of linear expansion and co-efficient of volume expansion of solid. 3+3
- ii. (a) Define the term angle of contact. On what factor does it depend?
(b) State Bernoulli's theorem.
(c) Define coefficient of thermal conductivity. What is the value of thermal conductivity of a perfect heat conductor and a perfect heat insulator? 2+2+2
- iii. (a) What is meant by streamline flow of a fluid?
(b) A capillary tube of radius 0.2 mm is dipped in water of surface tension $72 \times 10^{-3} \text{ N/m}$. Find the rise of water in the tube. ($g = 10 \text{ m/s}^2$, angle of contact = 0°)
(c) Does the internal energy of an ideal gas change in an isothermal process? Give reason in support of your answer. 1+3+2