**

**I Mid Term examination**

**Session: 2017-18**

**B.Tech I Year (II Semester)**

**Subject with code:HU-102**

**SET-A (with solutions)**

Time: 2hrs. M.M.:20

**Instruction for students:**

1.Question paper contains two sections. Sec A- compulsory (which includes 8 short answers type questions of 0.5 marks each). Sec B- contains 06 Questions out of which any 04 questions to be attempt by the student (4 marks each).

**Sec-A** Answer all these questions:-

Q.1 (a) Change the following into active voice

(i) The room was filled with smoke

Ans- smoke filled the room

(ii) the secretary tore the letter

Ans- the letter was torn by the secretary

(b)Change the following sentences into passive voice:-

(i) William wrote a letter

Ans- a letter was written by william

(ii) he broke these toys

Ans- these toys were broken by him,

(c)Change the following sentences into indirect speech:-

(i) He said “I have lost my mobile phone.”

Ans- He said that he had lost his mobile phone.

(ii) He said, ‘’I am not well.”

Ans- He said that he was not well.

(d)Complete the following by using the rules of conditional sentences:-

(i) If it rains, ………………………………..

Ans- If it rains, I‘ll wear a raincoat.

(ii) If he comes, ………………………….

Ans- If he comes, I’ll go with him.

(e) Write synonyms of

Pretty, damp

Ans- beautiful, wet/moist

(f)Write antonyms of

Bad, buy

Ans- good, sell

(g) Add prefix to- happy, possible, able, agree (Ans- unhappy, impossible, unable, disagree)

(h) Add suffix to- friend, care, hope, pain (Ans- friendly, careful, hopeless, painful)

(04 Marks)

**Sec-B**

**NOTE- (In this section students are required to give their answers in their own words with own points, diagrams and examples as and where required to compliment their answers)**

**Q.2Explain the process of communication in detail.**

# Ans- **Definition:** The **Communication** is a two-way process wherein the message in the form of ideas, thoughts, feelings, opinions is transmitted between two or more persons with the intent of creating a **shared understanding**. Simply, an act of conveying intended information and understanding from one person to another is called as communication. The term communication is derived from the Latin word **“Communis”** which means to share. Effective communication is when the message conveyed by the sender is understood by the receiver in exactly the same way as it was intended.

The communication is a dynamic process that begins with the conceptualizing of ideas by the sender who then transmits the message through a channel to the receiver, who in turn gives the feedback in the form of some message or signal within the given time frame. Thus, there are Seven major elements of communication process:

1. Sender: The sender or the communicator is the person who initiates the conversation and has conceptualized the idea that he intends to convey it to others.
2. Encoding: The sender begins with the encoding process wherein he uses certain words or non-verbal methods such as symbols, signs, body gestures, etc. to translate the information into a message. The sender’s knowledge, skills, perception, background, competencies, etc. has a great impact on the success of the message.
3. Message: Once the encoding is finished, the sender gets the message that he intends to convey. The message can be written, oral, symbolic or non-verbal such as body gestures, silence, sighs, sounds, etc. or any other signal that triggers the response of a receiver.
4. Communication Channel: The Sender chooses the medium through which he wants to convey his message to the recipient. It must be selected carefully in order to make the message effective and correctly interpreted by the recipient. The choice of medium depends on the interpersonal relationships between the sender and the receiver and also on the urgency of the message being sent. Oral, virtual, written, sound, gesture, etc. are some of the commonly used communication mediums.
5. Receiver: The receiver is the person for whom the message is intended or targeted. He tries to comprehend it in the best possible manner such that the communication objective is attained. The degree to which the receiver decodes the message depends on his knowledge of the subject matter, experience, trust and relationship with the sender.
6. Decoding: Here, the receiver interprets the sender’s message and tries to understand it in the best possible manner. An effective communication occurs only if the receiver understands the message in exactly the same way as it was intended by the sender.
7. Feedback: The Feedback is the final step of the process that ensures the receiver has received the message and interpreted it correctly as it was intended by the sender. It increases the effectiveness of the communication as it permits the sender to know the efficacy of his message. The response of the receiver can be verbal or non-verbal.

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**Q.3 what are barriers in communication?**

Ans. Sometimes, somewhere between the moments someone speaks and another responds, communication becomes broken.

For example-A conversation, or even an online chat or string of mobile texts, leads to a terrible misunderstanding and all of a sudden all hopes for reaching an agreement go right out the window.

# Most Common Barriers to Effective Communication are

**1. Physical Barriers:** this has to do with poor or outdated equipment used during communications, background noise, poor lighting, temperatures that are too hot or too cold.

**2. Attitudes:** emotions like anger or sadness can taint objectivity. Also being extremely nervous, having a personal agenda or “needing to be right no matter what” can make communications less than effective. This is also known as “Emotional Noise”.

**3. Language:** this can seem like an easy one, but even people speaking the same language can have difficulty understanding each other if they are from different generations or from different regions of the same country. Slang, professional jargon and regional colloquialisms can even hurt communicators with the best intentions.

**4. Physiological Barriers:** ill health, poor eyesight or hearing difficulties, pain.

**5. Problems with Structure Design:** companies or institutions can have organization structures that are not clear, which can make communications difficult. Also to blame for faulty communications are bad information systems, and lack of supervision or training of the people involved.

**6. Cultural Noise:** people sometimes make stereotypical assumptions about others based on their cultural background.

**7. Lack of Common Experience:** it’s a great idea to use examples or stories to explain a point that is being discussed. However, if the speaker and the audience cannot relate to these examples because they do not have the same knowledge or have not shared the same experiences then this tool will be ineffective.

**8. Ambiguity and Abstractions Overuse:** leaving things half-said, using too many generalizations, proverbs or sayings, can all lead to communications that are not clear and that can lend themselves to misinterpretations.

**9. Information Overload:** it takes time to process a lot of information and too many details can overwhelm and distract the audience from the important topics. Keep it Simple, Sweetie.

**10. Assumptions and Jumping to Conclusions:** This can make someone reach a decision about something before listening to all the facts.

All of these barriers to [effective communication](http://effectivecommunicationadvice.com/) can either distract those involved or otherwise hinder your communications. Make sure they’re not in the way of making your point crystal-clear!

**Q.4 What is formal communication?**

Ans. **Definition:** The **Formal Communication** is the exchange of official information that flows along the different levels of the organizational hierarchy and conforms to the prescribed professional rules, policy, standards, processes and regulations of the organization.

The formal communication follows a proper predefined channel of communication and is deliberately controlled. It is governed by the chain of command and complies with all the organizational conventional rules.

A type of verbal presentation or document intended to share information and which conforms to established professional rules, standards and processes and avoids using slang terminology. The main types of formal communication within a business are (1) downward where information moves from higher management to subordinate employees, (2) upward where information moves

from employees to management and (3) horizontal where information is shared between peers.  
**Formal communication** is any [communication](https://simplicable.com/new/communication) that is offered in the official capacity of the professionals involved. In other words, it is communication that stems from the [authority](https://simplicable.com/new/authority), [accountability](https://simplicable.com/new/accountability-vs-responsibility) and [responsibility](https://simplicable.com/new/accountability-vs-responsibility) of a job. Formal communication typically uses the official [communication channels](https://simplicable.com/new/communication-channels) of a firm. The following are illustrative examples of formal communication.

## Meetings, documents, legal and commercial notices, reports etc

Q**.5 What do you understand by upward and downward communication?**

Ans.  Downward Communication: The downward communication is when the information passes from the management level to the subordinate level. This is the most common form of formal communication wherein communication flows downwards, i.e. from the people occupying top positions in the organization to the people at lower levels.

It mainly includes orders and instructions and can either be written or oral depending on the importance of the message and also the status of individuals involved in the communication process. Reports, emails, letters, manuals, etc. are the commonly used communication tools.

 Upward Communication: The upward communication is when the message passes from the subordinate level to the management level. Here, the communication flows upwards i.e. from the subordinates to the managers in the form of request, reports, suggestions, complaints, and instructions.

 Horizontal or Lateral Communication: Horizontal communication means when the Co-workers with different areas of responsibilities, but at the same level in the organization communicate with each other. The communication between the managers of a different department, such as marketing, finance, production, HR, is the best example of horizontal communication.

Q.6 **Explain the importance of communication in social and professional life?**

Ans- Communication is a process of sending and receiving information among people. Humans communicate with others not only by face-to-face communication, but also by giving information via the Internet and printed products such as books and newspapers. Many people believe that the significance of communication is like the importance of breathing. Indeed, communication facilitates the spread of knowledge and forms relationships between people.

First of all, communication helps to spread knowledge and information among people. For example, authors write books to impart knowledge to the World, and teachers share their experience with their students. Also, friends or co-workers discuss their ideas with each other, and companies exchange information with their subsidiaries and customers. Besides, the advent of the Internet not only allows people to have better access to knowledge and information in all fields, but also makes it easier and faster to contact with people around the World. Undoubtedly, the sharing knowledge and information process cannot function without communication. As a result, companies cannot operate, and humanity will be drowned in the abyss of ignorance.

Moreover, communication is the foundation of all human relationship. At first, strangers start talking and getting to know each other, and then the relationships are formed when they have more interaction and communication. Communicating helps people to express their ideas and feelings, and it, at the same time, helps us to understand emotion and thoughts of the others. As a result, we will develop affection or hatred toward other people, and positive or negative relationships will be created.

**Q. 6 what are the various types of communication mediums we generally use?**

We divide the different types of communication medium into two different categories:

1. Physical media

2. Mechanical media (everything that is not No. 1)

Physical media

With physical media we mean channels where the person who is talking can be seen and heard by the audience. The whole point here is to be able to not only hear the messages but also to see the body language and feel the climate in the room. This does not need to be two-way channels. In certain situations the receiver expects physical communication. This is the case especially when dealing with high concern messages, e.g. organizational change or down sizing. If a message is perceived as important to the receiver they expect to hear it live from their manager.

* Meetings
* Video conferences
* Viral communication or word of mouth

Mechanical media

The second of the two types of communication medium is mechanical media. With mechanical media we mean written or electronic channels. These channels can be used as archives for messages or for giving the big picture and a deeper knowledge. But they can also be very fast. Typically though, because it is written, it is always interpret by the reader based on his or her mental condition. Irony or even humor rarely travels well in mechanical channels.

* E-mail
* Weekly letters or newsletters
* Personal letters
* Internet
* Magazines or papers
* Sms
* Social media (all kinds)
* TV,Radio

(04\*04=16 Marks)