**

**I Mid Term examination**

**Session: 2017-18**

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

**Subject with code: HU-102**

**SET-B with solutions**

Time: 2 hrs. 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**

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

(i) A letter will be written by ram.

Ans- Ram will write a letter

(ii) the food will be eaten by the boy.

Ans- the boy will eat the food.

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

(i) hari tore the letter

Ans- the letter was torn by hari

(ii) Someone stole my bag.

Ans- my bag was stolen by someone.

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

(i) He said “I have finished my home work.”

Ans- He said that he had finished his home work.

(ii) He said, ‘’I am going home.”

Ans- He said that he was going home.

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

(i) If you heat butter,……………………………………

Ans- If you heat butter, it will melt

(ii) If you want to loose weight, …………………………….

Ans- If you want to loose weight, you must exercise.

**(e) Write synonyms of**

**Buy, big**

Ans- purchase, large

**(f)Write antonyms of**

**Happy, end**

Ans- unhappy, beginning

**(g)Add prefix to- write, kind, honest, polite** (Ans- rewrite, unkind, dishonest, impolite)

**(h)Add suffix to- birth, employ, pay, child** (Ans- birthday, employment, payment, childless)

(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.2**How to come over the barriers of communication?**

Ans- Is it not strange that though we all have been communicating since our infancy still it is a communication problem that we face in our lives. We often find ourselves stumbled and mislead during the reception or delivery of the information.

This happens in our daily social overtures and even in organizations where [barriers of communication](https://www.educba.com/course/barriers-to-communication/) becomes a root cause of many problems and can hamper the progress and ongoing projects.

Almost 75 percent of the people involving in [interpersonal](https://www.educba.com/how-to-develop-interpersonal-skills-at-work/) communications stumble and make mistakes as either they were not able to understand the facts or information is not properly conveyed to them.

Misinterpretation of facts, misapprehensions, cultural misunderstanding and closed door echo with incensed noise are the common barriers of communication in realizing the targeted level of communication.

The [effective communication](https://www.educba.com/course/effective-communication-skills/) becomes impossibility due to these broadly defined barriers which are Semantic, Psychological, Personal barriers, Cross-cultural barriers and physical barriers etc.

**We can further divide these into ten major hurdles that create 10 barriers of communication;**

Instructional barriers of communication:

The wrong presentation of the symbols without knowing the purpose and nature of the audience can hurt their feeling. Misleading symbols can distort the whole impact of the presentation.

The issue erupts when our listeners’ cultural background, religion and even issues they strongly advocate are not taken into consideration and we tend to thrust our thoughts on them. This can hurt the ego and self-esteem of the listeners which can create barriers of communication.

Lack of Communication skills:

A receiver is least likely to get the meaning of the message if the sender is not able to select the right words. Usage of the wrong and difficult words might send the wrong impression in the eyes of the customers.

For instance, if a salesman starts talking about the technicalities of his product which a customer cannot understand they would just whisk away.

If a communicator cannot speak well, stammer while speaking or cannot convey the barriers of communication meaning of what he intends to say properly and authentically, all efforts gets wasted.

Lack of the sufficient knowledge:

if we start [communicating](https://www.educba.com/10-ways-of-communicating-ideas-effectively/) about something without knowledge of the subject the barriers of communication are bound to occur. In fact, there are many salespeople who cannot explain many completed words or ideas in a simple way or don’t have knowledge about it.

Here any misinformation means losing potential clients. In the organization lack of knowledge will bound to become a biggest stumbling block in your [career](https://www.educba.com/how-to-do-career-planning/) growth.

Overloaded knowledge:

Conveying too much information is a great setback to communication why as firstly people might not be ready to grasp too much information. Secondly the information might be coming too fast that interpreting it becomes difficult.

Suppose you are talking about the product having many features, if you start talking about everything the conversation can become quite boring. Best is to deliver few important and most useful features which would entail effectiveness and valuable proposition.

Emotional turbulence:

Your emotional aggression in any form be it [anger](https://www.educba.com/anger-the-demon-in-you/), hostility, fear, resentment etc can be misconstrued and misinterpreted You will not be able to convey your thoughts well as you feel severely engrossed in emotional turmoil.

Noisy distractions/sloppy style:

If you are communicating something in a noisy environment, it can distraught your communicative thoughts. Trouble in your mobile lines or a noise in surroundings like in restaurant can create barriers of communication.

While [writing too if your email message or letter](https://www.educba.com/how-to-improve-written-communication-skills/) does not contain the proper words and are not properly formatted, the receiver won’t be able to get the message clearly. All efforts of barriers of communication process get dashed.

Inappropriate mode of communication:

The Inappropriate way of communication simply means your message is not being delivered how much you try. For instance, if the detailed instruction is given on telephone it would be a sheer wastage for both the deliverer and a receiver.

Sending a message through a wrong way creates trouble for the listener as it would be frustrating as well time-consuming.

If your communication chain is long:

Longer the communication chain means more chances in barriers of communication. If a message is sent through many receivers, it could get distorted, distilled and altered. A final receiver might not be able to get the complete message.

No Feedback:

In fact even a lack of [feedback](https://www.educba.com/course/managing-customer-feedback/) can deter effective communication. In your organization your supervisor is delivering instructions in long and complex sentences without giving you a chance to speak, you might pretend to listen, but the same won’t give you result as you are not able to understand instructions.

Impolite language:

Usage of rude or slang language can impede all the efforts of [communication whether in written or verbal](https://www.educba.com/course/effective-communication-skills-verbal-and-non-verbal/). No one can bear the rude or abusive language.

Q.**3What are the characteristics of informal communication?**

**Definition:** The **Informal Communication** is the casual and unofficial form of communication wherein the information is exchanged spontaneously between two or more persons without conforming the prescribed official rules, processes, system, formalities and chain of command.

The informal communications are based on the personal or informal relations such as friends, peers, family, club members, etc. and thus is free from the organizational conventional rules and other formalities. In the business context, the informal communication is called as a “grapevine” as it is difficult to define the beginning and end of the communication.

The informal communication is characterized by an indefinite channel of communication, which means there is no definite chain of command through which the information flows. Hence, the information can flow from anywhere. Often such communication arises out of the social relations that an individual creates with other persons on the basis of common interest, likings or disliking.

There are various types of[**Informal Communication (Grapevine) network**](https://businessjargons.com/informal-communication-network.html) that show how the communication is facilitated. Some of these are:

1. Single Chain
2. Gossip Chain
3. group Chain

The gossip in the organization is the best example of informal communication, wherein the employees of different department irrespective of their hierarchical positions come together and communicate with each other. The grapevine satisfies the social needs of people and smoothens the formal relations by filling in the gaps and even bring together different people who do not fall under the common chain of command.

**Q. 4 what are the methods to improve communication?**

Ans.There are specific things to do that can improve your communication skills:

1.  Listen, listen, and listen. People want to know that they are being heard. Really listen to what the other person is saying, instead of formulating your response. Ask for clarification to avoid misunderstandings. At that moment, the person speaking to you should be the most important person in your life. Another important point is to have one conversation at a time. This means that if you are speaking to someone on the phone, do not respond to an email, or send a text at the same time. The other person will know that she doesn’t have your undivided attention.

2.  Who you are talking to matters. It is okay to use acronyms and informal language when you are communicating with a buddy, but if you are emailing or texting your boss, “Hey,” “TTYL” or any informal language, has no place in your message. You cannot assume that the other person knows what the acronym means. Some acronyms have different meanings to different people, do you want to be misunderstood? Effective communicators target their message based on who they are speaking to, so try to keep the other person in mind, when you are trying to get your message across.

3.  Body language matters. This is important for face-to-face meetings and video conferencing. Make sure that you appear accessible, so have open body language. This means that you should not cross your arms. And keep eye contact so that the other person knows that you are paying attention.

4.  Check your message before you hit send. Spell and grammar checkers are lifesavers, but they are not foolproof. Double check what you have written, to make sure that your words are communicating the intended message.

5.  Be brief, yet specific. For written and verbal communication, practice being brief yet specific enough, that you provide enough information for the other person to understand what you are trying to say. And if you are responding to an email, make sure that you read the entire email before crafting your response. With enough practice, you will learn not to ramble, or give way too much information.

6.  Write things down. Take notes while you are talking to another person or when you are in a meeting, and do not rely on your memory. Send a follow-up email to make sure that you understand what was being said during the conversation.

7.  Sometimes it’s better to pick up the phone. If you find that you have a lot to say, instead of sending an email, call the person instead. Email is great, but sometimes it is easier to communicate what you have to say verbally.

8.  Think before you speak. Always pause before you speak, not saying the first thing that comes to mind. Take a moment and pay close attention to what you say and how you say it. This one habit will allow you to avoid embarrassments.

9.  Treat everyone equally. Do not talk down to anyone, treating everyone with respect. Treat others as your equal.

10.  Maintain a positive attitude and smile. Even when you are speaking on the phone, smile because your positive attitude will shine through and the other person will know it. When you smile often and exude a positive attitude, people will respond positively to you.

**Q.5 what do you understand by verbal and non verbal communication?**

Ans. Humans are social animals. Our ancestors hunted and gathered as a collective, depending upon one another for protection, sustenance and companionship. Our success as a species and as individuals depends upon our ability to effectively communicate, both verbally and non-verbally. Verbal and non-verbal communication shapes our interactions with others in business and interpersonal relationships, as well as our financial and personal success, and our physical and psychological well-being. Understanding the different aspects of verbal and non-verbal communication, and the important roles they play in our interactions with others, is the first step to enhancing positive communication and nurturing relationships.

**Verbal Communication**

Verbal or oral communication uses spoken words to communicate a message. When most people think of verbal communication, they think of speaking, but listening is an equally important skill for this type of communication to be successful. Verbal communication is applicable to a wide range of situations, ranging from informal office discussions to public speeches made to thousands of people.

Improving your verbal communication skills can help you to foster better relationships with your coworkers and maintain a large network of contacts that you can call on when necessary. Consultants are one group of professionals that need to pay particular attention to this area of communication, as they need to constantly meet with new people and quickly communicate large quantities of important information.

Non-verbal communication includes body language, gestures, facial expressions, and even posture. Non-verbal communication sets the tone of a conversation, and can seriously undermine the message contained in your words if you are not careful to control it. For example, slouching and shrinking back in your chair during a business meeting can make you seem under-confident, which may lead people to doubt the strength of your verbal contributions. In contrast, leaning over an employee’s desk and invading his or her personal space can turn a friendly chat into an aggressive confrontation that leaves the employee feeling victimized and undervalued.

**Q.6what are the media and types of communication?**

Ans- Media or channel is the means or ways of transmitting the messages from sender to the receiver. The media of [oral communication](https://thebusinesscommunication.com/what-is-oral-communication/)are face to face conversation, (verbal and nonverbal) telephone or mobile, conference, meetings etc. The media of written communication are newspaper, letter, report, memo, mail etc (written communication). So, Media or channel of communications is the means or ways that are used to transitioning the messages or information from the sender to the receiver.

Like face-to-face and telephone conversations, videoconferencing has high information richness, because receivers and senders can see or hear beyond just the words that are used—they can see the sender’s body language or hear the tone of their voice. Handheld devices, blogs, and written letters and memos offer medium-rich channels, because they convey words and pictures or photos. Formal written documents, such as legal documents and budget spreadsheets, convey the least richness, because the format is often rigid and standardized. As a result, the tone of the message is often lost.

The growth of e-mail has been spectacular, but it has also created challenges in managing information and increasing the speed of doing businesses. Over 100 million adults in the United States use e-mail at least once a day. Internet users around the world send an estimated 60 billion e-mails each day, and a large portion of these are spam or scam attempts. That makes e-mail the second most popular medium of communication worldwide, second only to voice. Learning to be more effective in your e-mail communications is an important skill.

Customer communications can include letters, catalogs, direct mail, e-mails, text messages, and telemarketing messages. Some receivers automatically filter these types of bulk messages. Others will be receptive. The key to a successful external communication to customers is to convey a business message in a personally compelling way—dramatic news, a money-saving coupon, and so forth.

**Q.7 Write about early communication and modern day communication.**

All animal species have perfected a system of communication, but humans are the only species capable of spoken language. Effective communication is essential for a variety of reasons. It serves to inform, motivate, establish authority and control, and allows for emotive expression. For humans in particular, communication is also vital for creating a sense of social cohesion.

Communication has existed in various forms since man appeared on Earth. The methods, however, consisted of a disorganized set of signs that could have different meanings to each human using them.

Languages developed from the sounds of the nature, call of birds and animals and various other sounds that the early man heard and imitated. Further on this developed into languages and evolved as man changed his place of living.

**Letter Writing and the Postman**Letter writing has been a means of communication for centuries.

**Telegraph**Evolution of all things, communication included, involves the desire to perform tasks more quickly and efficiently.

**Telephone**  
Today we take the ability to use a telephone for granted, but in 1876, Alexander Bell was busy realizing a dream that he hoped would once again revolutionize communication.

**Radio**  
During the early 1900’s, a new form of communication and entertainment took the world by storm.

**Photography**  
A picture is worth 1,000 words, or so the saying goes. Unlike other forms of communication photography is a more subjective form of art.

**Television**  
Television made its official debut in the 1939 in New York. It was seen as an amusing, appliance and a good source of communication..

**Cellphone**   
It may be hard to believe but the first cell phone research began in 1843 when Michael Faraday. Slowly it has taken place of landline phones and now becoming highly popular and a good means of communication.

(04\*04=16 Marks)