

[Total Marks:100]

(3 Hours)

N.B. :1) Question No.1 is **compulsory**.

- 2) Attempt any **four** from the remaining **six** questions.
 - 3) Answers to the Questions should be grouped and written together.
 - 4) Figures to the right indicate full Marks assigned to the Questions.
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1. (a) “Communication in an organization is multidirectional”. Discuss the statement by explaining briefly the different types of channels of Communication based in directions of communication. (10)
(b) What do you mean by organization? Define its types in detail. (10)
2. (a) Name the various types of barriers to listening with a brief description of each. (10)
(b) Explain ‘Medium, Message and Feedback’ in the communication process. (10)
3. (a) Define ‘Business Letter’. For what purpose do we write business letters? Discuss. (10)
(b) What is personality? Explain the personality traits and state in detail Big Five Personality Traits. (10)
4. (a) Define Leadership with its types? (10)
(b) Discuss in detail what etiquette rules do you follow in preparing e-mail. (10)
5. (a) What are the do’s and don’ts of writing a resume. Explain with examples. (10)
(b) Write an office circular informing the employees about the change in office timings. (10)
6. (a) Explain organizational, physical, psychological barriers and suggest a few measures to overcome them. (10)
(b) How do you define personality? What are the specific traits that constitute the concept of personality? (10)
7. Write Short Notes on any four :- (20)
 - (a) Conflict process
 - (b) Benefits of a meeting in an organization
 - (c) Maslow’s ‘Need Hierarchy Theory’
 - (d) Social Learning Theory
 - (e) Non-verbal Communication
