

ARYA GROUP OF COLLEGES
I MID TERM EXAMINATION 2018-19 (I Sem.)

1FY1-04_Communication Skills

BRANCH: Common to All

Max Marks:- 40

Time:- 2 hrs.

PART A (Attempt All)

- Q.1
- (a) What do mean by interpersonal communication?
 - (b) What is the 'heaven of freedom' according to the poet?
 - (c) What is Grapevine?
 - (d) What are the expectations of a father in the poem 'IF'?
 - (e) Explain formal channel of communication.

5*2

PART B (Attempt any Four)

- Q.2
- (a) What do you understand by the term 'Communication'? Explain its importance in our personal as well as professional life.
 - (b) Describe the cycle (process) of communication with a labeled diagram.
 - (c) Critically appreciate the poem 'No Men Are Foreign' by James Kirkup.
 - (d) What does the poet exemplify in the lines:
"If you can force your hear and nerve and sinew
To serve your turn long after they are gone."
 - (e) Explain the good qualities (7 C's) of communication.
 - (f) Give the summary of Rabindra Nath Tagore's poem 'Where The Mind Is Without Fear'.

4*4

PART C (Attempt any Two)

- Q.2
- (a) Explain various barriers to communication and thereby its solutions to overcome those barriers.
 - (b) Describe Verbal (oral & written) and Non – verbal communication in detail.
 - (c) Critically examine and summaries the poem IF by Rudyard Kipling.

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I Mid Term Examination → 2018-19 (I Semester)
Communication Skills → (Solutions)

Q-1(a) What do you mean by Interpersonal Communication?

Ans → The term 'Interpersonal' consists of two words, 'Inter' and 'personal'. The word 'inter' is the prefix which means 'between' and the word 'person', which is the root word means 'people' or 'participants' or 'individuals'. Hence interpersonal communication literally occurs between people, where the participants have close physical proximity (nearness) or are aware of each other's presence. This communication depends on variety of factors such as the psychology of two parties involved, their relationship, circumstances in which the communication takes place, the surrounding environment and the cultural context.

Q-2(b) What is the 'Heaven of freedom', according to the poet?

Ans → These beautiful words are extracted from the most prolific poem - 'Where the Mind Is Without Fear' composed by a very renowned poet of India Rabindranath Tagore. Here 'Heaven of

freedom' is a heaven like state where all happiness and blessings are available to the citizens. There the citizens get all freedom and perform their duties very well.

What is Grapevine?

→ Grapevine is informal communication spreading gossips and rumours at all levels. ~~Gossips~~ Grapevine fulfills the psychological and social needs of the employees. Man being a social animal, tends to socialize. They discuss their anxieties, frustration and job related problems with them in an informal way. This leads them to be free from their emotional stress. So an informal communication or grapevine represents the unofficial channels of communication which are created and controlled by people themselves rather than by the management.

Q) What are the expectations of a father in the poem 'IF'?

→ Here in the poem IF, a father expects his son to never tell a lie if others resort to lies. He should stick to his own belief and listen to the voice



of his own conscience. He should not be swayed by what others say. According to Rudyard Kipling, one shouldn't be a day-dreamer only, he must be realistic and passionate in attitude towards life. One should possess humility, objectivity and hopefulness, then and then he can be called a perfect man.

(c) Explain formal channel of communication.

Ans → Formal or official communication refers to the flow of messages along the routes prescribed in an organizational structure. Formal channels are deliberately designed and they represent the responsibility relationships between different positions in an organization.

(3) All the members of organization communicate with each other the official matters by using formal channels of communication.

Definition :-

According to Thill and Bovee -
"Formal communication is that flow of communication which follows an official chain of command".



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ARYA COLLEGE OF ENGINEERING & RESEARCH CENTRE, KUKAS, Jaipur

Lecture Notes

Branch : Sem. : Subject :

Topic : Unit : Lecture No.

PART → B (Compulsory);

Q-1 (a) What do you understand by the term - 'Communication'? Explain its importance in our personal as well as professional life.

Ans → Communication : An Introduction →
Communication is the process by which we exchange our ideas, emotions, facts and opinions towards other people. It is an essential condition of human existence and the most important thing for human life.

(4) Definition:- "Communication is the transfer of information and understanding from one person to another person. It is a way of reaching others with facts, ideas, thoughts and values". — Keith Davis

Importance:- The importance (significance) of communication has increased manifold with the passage of time as the society is becoming more and more complex and business global. Communicating in the effective way is very essential for the colourful success in our social, personal & professional life as well.

→ The significance of communication can be

Name of Lecturer :

studied on the following grounds:-

- 1- Life Blood of Every Organisation:- An organisation is a group of people associated for business, political, professional, religious and social or other purposes. It cannot function without open and effective communication.
- 2- Good Understanding:- An effective & continuous ensures good understanding between individuals, organisations and institutions and helps in sharing - and evolving them.
- 3- Keeps Updated:- Regular communication keeps one updated about latest policies, techniques, laws and decisions taken from time to time. An individual plays multi-dimensional roles in day-to-day life such as father, husband, manager, organiser, employer and so on.
- 4- Motivation and Morale:- Communication plays an important role in inspiring people to work hard and in fostering positive attitudes. Managers can increase the self-confidence and job-satisfaction of employees by keeping in close touch with them.



4- Efficient Selling and Marketing :-

Good Communication skills are very necessary for marketing and selling the products of any company & organisations. The product has to be properly displayed, expressed and advertised in clear & concise language which can attract, impress & persuade a person to buy it.

5- Sound Relations :-

Communication creates a meeting of minds and a meeting of hearts.
(6) Sound and open communication brings the people closer to each other and it helps to develop mutual co-operation, understanding & industrial productivity.



(b) Describe the process (cycle) of communication with a labeled diagram.

Ans- The communication process is the guide towards realizing effective communication. It is the process or method by which a sender reaches a receiver with a message in the form of words or other symbols.

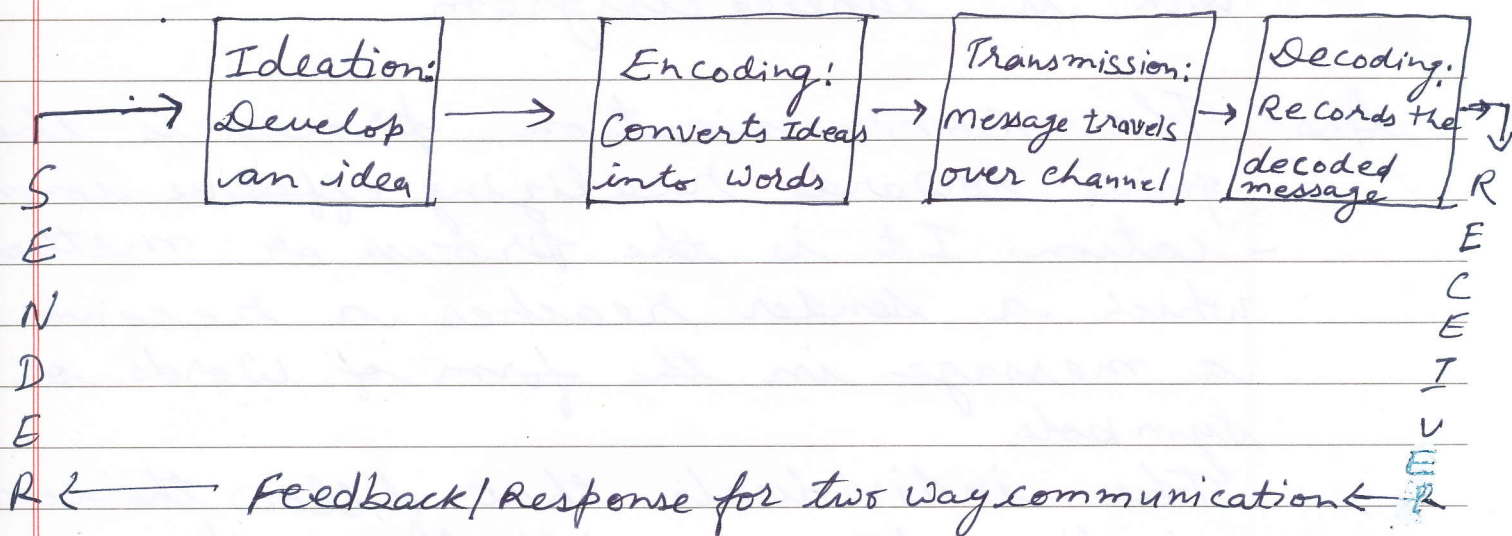
The individuals that follow the communication process will have the opportunity to become more productive in every aspect of their profession.

→ The communication process has four key-components. These components include encoding, medium of transmission, decoding and feedback.

⑦ There are also two other factors in the process and they are the sender and the receiver. The communication process begins with the sender and ends with the receiver.

→ The sender's functions are clarifying the objective, encoding the message, choosing appropriate medium and transmitting the message. They make up half of the process of communication complete. (P.T.O.)

← The Communication Process Model →



(Diagram)

⇒ SENDER :-

1- Develop an Idea or Message:-

The sender, before sending or transmitting the communication, he should have full comprehension of the message transmitted, so that he can easily build the vehicle to transfer the ideas to other minds.

2- Encoding the message:-

Second step is to encode the idea into suitable words, charts or other symbols for transmission.

3- Transmission through appropriate channel:-

When the message is fully developed, the next



step is to transmit it to the receiver through chosen appropriate channel. Sender must consider all aspects:- speed, cost, quick receipt, printed records, confidentiality etc. and make an intelligent decision before sending the message.

RECEIVER:-

4- Receive:-

Transmission permits another person to receive a message. If the message is oral they need to be good listeners, if it is written, they need to be good readers. If the receiver does not function properly, the message is lost.

5- Decode the Message:-

Decoding allows to understand the message conveyed. The sender wants the receiver to understand the message exactly as it was conveyed. The receiver attends the message and decodes the words & symbols into ideas.

6- Response/Feedback:-

Response or feedback is the last stage of communication process.

It is in the form of action or reaction of the receiver. It helps the sender to know whether the message was properly understood, analysed & interpreted by the receiver or not. If something is lacking or missing the receiver can ask for more clarification or information. This feedback is the vital step on which effectiveness of communication depends because the response enables the sender to take suitable decision or action according to the situation.



Q-3 Draft a critical appreciation of the poetry - 'No Men Are Foreign' by James Kirkup.

Ans → 'No Men Are Foreign' is regarded as a very sensitive poem in which the poet asks us to remember that no human being is a stranger and no country is a foreign country.

The people who wear different dresses are in no way different from us.

The land on which they live and in which they buried when they die is the same as ours.

They are also as much conscious of the blessings of sun, moon, stars, air, fire and water on which their lives depend as we are.

They are also affected by war and peace as we do.

They also experience the prosperity in peace times and suffer from hunger and poverty during war.

The poet says that all human beings are fated to work hard to earn their living. All of us have the same hands and eyes. Everyone living in any part of the globe wake up and sleep alike. The God has given the same strength to all human

beings. This strength can be overcome only by love.

The basic essentials of life are similar everywhere. The common life is the same in every land.

We should remember that when we hate others, we harm ourselves. Hating others means hating, condemning and betraying ourselves. When we take up the arms against one another, we only desecrate our Earth. The dust and smoke of our guns pollute the air we all breathe.

So we should never regard other country people as strangers or foreigners. We should love & respect everyone and show the feeling of belongingness with all.



Ques) Explain the good qualities (7 C's) of communication.

Ans → Good communication aims at communicating the message successfully so that it is received as we intended or desired without any misunderstanding. The essential features or qualities of good communication are written below:-

15 1. CLARITY:- The principle of clarity implies both the clarity of thoughts and the clarity of expression. Just as a clear photograph cannot be achieved from a blurred negative, a clear message cannot be sent from an unclear thought. Once the idea ~~of~~ is clear in the sender's mind, it must be expressed in clear and simple language.

2. COMPLETENESS:- Every communication must be complete and adequate because incomplete messages create misunderstanding. When you answer a letter reply all the questions raised in the letter. Nothing should be left for the receiver to guess by providing complete message and information because complete message is effective message.

- 3- CONCISENESS:- Brevity is the soul of good communication. So we should use only short & sweet details, i.e. minimum words having maximum meaning. Actually brevity saves the time of both the sender and the receiver of the message. More words and long sentences obscure the meaning and tire the reader.
- 4- CONSIDERATION:- The communicator should show consideration for the receiver. In order to communicate effectively, think and look from the receiver's angle. The sender should understand the feelings of the receiver. The golden rule - "First understand then be understood" should be followed.
- 5- CORRECTNESS:- Correct language should be used to bring the correctness in communication. Messages must be absolutely correct in their own. The communicator should not transmit any of the message if he is not sure of its accuracy, authenticity and its correctness. If the employees forward incorrect information to outsiders or to their own managers, then the decisions based on such information may be wrong which may spoil the relation with others.



6- COURTESY:- Courtesy means a friendly and helpful behaviour towards others. When a person does a favour to you, thank that person generously for being kind to you. If you have committed a mistake express your regrets promptly and sincerely. Through courtesy, we can leave a good impression on others and win respect from others.

7- CONCENTRATION:- While sending and receiving a message, we must pay our complete concentration because in the absence of full attention, several misunderstandings and confusions arise. Communication cannot be effective and successful unless the receiver listens and reads with full concentration.

Some other qualities/characteristics of good communication are:-

- (i) Careful use of body language.
- (ii) Positive approach
- (iii) Develop trust and confidence
- (iv) First listen patiently then Evaluate
- (v) Elimination of noise.
- (vi) Determine the object.



Q-5- Give the summary of Rabindra Nath Tagore's poem - 'Where the mind is without fear'?

Ans- 'Where the Mind is without fear' is a short poem taken from Gitanjali composed by Rabindranath Tagore.

The central idea of this poem is the portrait of a nation that has come a long way from being the turn → the spiritual adviser of the world because of the shocklessness of superstitions, blind faith and inhuman customs in a land where the stream of reason had dried up in the dreary sands of servility.

(18) The poem is a profound prayer to the Almighty on behalf of all humanity. According to the poet our countrymen should be free from threats. They should acquire knowledge not through books but it should proceed from within mind. He wants to abolish differences and artificial groupings. He inspires his countrymen to seek truth and perfection. He wants to destroy bad habits and customs. He desires that people should do everything by reason and common sense. He inspires his countrymen

to do noble deeds and achieve ideal freedom. The poem reflects the poet's concern for the whole of humanity, although it appears to be a prayer for my country.



PART - C

Q 3(a) Explain the following in detail:- (any two)

- (i) Physical and Mechanical barriers
- (ii) Organisational barriers
- (iii) Semantic barriers (Language and cultural)
- (iv) Socio-psychological barriers.

OR

(a) Explain various barriers to comm. & its solutions to overcome those barriers.

Ans 5 Physical and Mechanical Barriers:-

These are the obstacles or barriers that prevent a message from reaching the receiver. They cannot be controlled completely because they are in the environment but some of them can be controlled by the management. Such barriers are written below:-

20 1- Noise:- Noise means interference that occurs in a signal ~~that~~ and prevents you from hearing the sounds properly. It is the major physical and mechanical barrier. The flow of comm. is usually blocked by several noise which is caused by traffic, human sounds, coolers, fans, noise in factories or noise due to people coming and going.

2- Poor Lighting System:- Sometimes written or gestural communication is hindered due to poor lighting system as the readers cannot

read properly and the audience cannot understand the real facial expressions of the speaker.

4- Defects in medium:- If the medium that has been selected for communication is having problems then communication barrier is created.

eg. A snag in the telephone line, telex machine malfunctioning or the mike not working properly are the examples of commun. barriers.

5- Time & Distance

6- Information overload.

II - Organisational Barriers:- Communication barriers are not only limited to an individual or a group of people but it can exist in entire organisation. The major causes for organisational barriers are as follows:-

(i) Long chain of command:- When the commun. gap i.e. distance between the top manager and workers is long, the messages get distorted in huge organisations. The more transfer stations there are in communication chain, the greater are the chances of communication loss that will occur.



(ii) Negative Tendencies:-

People working in any organisations have different values, attitudes, opinions, beliefs & behaviours. So it is possible to have a communication barrier due to conflicting of ideas among the members and non-members of the group.

(iii) Status Consciousness:- Status consciousness exists in every organisation and serves as one of the major barriers to effective communication. Subordinates are afraid of communicating any unpleasant information to their boss & seniors etc. And the superiors think that consulting their juniors will lower their dignity.

(iv) Lack of Good Communication Policy

(v) Authoritarian Attitude of the Management

(vi) Prejudice

(vii) Inappropriate Medium

(P.T.O.)

Name of Lecturer : Indrajit Singh

III. Semantic and Language Barriers

The main thing which we use to communicate with other people is language i.e. language is the most important tool of communication and it consists of various words. A problem here is that many words commonly used in communication carry quite different meanings for different people. The main language barriers are written as follows:-

(i) Use of Multiple-meaning words:-

Communication is mainly carried through spoken or written words. Complex and big words definitely create a good impression on others but if the listener is not well-versed with these words, the entire efforts goes in vain. Such a problem can arise with the wrong interpretation of the words or overall meaning of the message.

(ii) Similar Sounding words:-

Some words which sound similar but their meaning is different also create some mis-communication at some extent. For



example :- 'right' and 'write', 'except' and 'accept', 'cite', 'site' and 'sight', 'access' and 'excess' etc. These type of words can cause misunderstanding in speech.

(iii) Wrong Interpretation of Directions:-

Words makes sentences. Sometimes careless use of words creates problems for the receiver. Actually he does not understand the proper sense of the message.

For example, - In a political rally, a leader was saying - "We have set up a system which has no place for poverty. Poor people will not live in our state."

After this announcement the voters thought that the poor people will be expelled from the state.

Some other semantic barriers are:-

- (iv) Use of Administrative and Technical Words
- (v) Unclear Assumptions
- (vi) Use of Idioms and Phrases
- (vii) Bad Expression and Faulty Translation.



(b) Describe Verbal (Oral & Written) and Non-Verbal communication in detail.

Ans → Verbal Communication means the communication with the help of words. It may be written or spoken. Verbal communication is actually the skill to express one's thoughts, ideas, sentiments, emotions and views by using the power of language. Only human beings have the power to use words to make sensible and understandable languages. The words can either be spoken or written. Spoken communication is called oral communication and written form of communication is called as written communication.

(A) ORAL COMMUNICATION :-

Oral communication means the communication through speech or spoken words.

Actually spoken words have greater power than written words. A person learns to speak much before writing.

(B) WRITTEN COMMUNICATION

Written form of communication is called

is called Written Communication. It has a great significance in today's business world. It is an innovative activity of mind. Some of the forms of Written Communication are :- notices, letters, memos, e-mails etc.

NON-VERBAL COMMUNICATION:

Non-Verbal Communication is Wordless Commn. Its elements are

Body language

Facial Expressions

6 Gestures

Postures

Touch

Silence etc



Unit - 1 → 2 (Page 1)

(C) Critically examine and Summarise the poem 'IF' by Rudyard Kipling

Ans → 'IF' is an inspirational poem. Here in the poem, the poet Rudyard Kipling enumerates a series of advice to his son.

He suggests ~~him~~ his son to cultivate in him certain commonplace truths which will help him to face the difficulties of life. He tells him to be self-confident, self-respectful, courageous, truthful and honest.

He must possess humility, objectivity and hopefulness. If he imbibes in himself all these virtues, he will earn the much coveted title called 'man'.

The poet makes it abundantly clear that it is not an easy task, but he exhorts his son to endeavor hard to achieve the goal. He cautions him against being a dreamer and advises him to be realistic and dispassionate in his attitude towards life. He should face the failures boldly and start afresh. He should rise above the distinctions between the poor and the rich. If he acts according to his advice, he will

become the master of the Earth.

i.e. If he is able to do these things, the Earth, with all the treasures, will belong to him. Moreover he will be a 'Man' in the true sense of the word.

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