

Model Question Paper I

Government Engineering College Jhalawar

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Subject: Communication Skills

Semester: 2<sup>nd</sup>

Branch: CS & EE, B.Tech I<sup>st</sup> year

Max. Marks: 20

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All Questions are Compulsory

- Q1 What do you mean by 'Communication'? Explain the Characteristics of Communication.
- Q2 What do you understand by Diagonal or Crosswise Communication? Discuss its advantages and disadvantages.
- Q3 What do you mean by Formal Communication? Discuss its advantages.
- Q4 What are the barriers to Communication?
- Q5. Explain Some Qualities of good Communication.

Ans 1: The word 'Communicate' has been derived from the Latin word 'Communique' that means 'to share' or 'to Participate'. It is the Process through which we Exchange meanings, facts, ideas, opinions or Emotions with other People. It is an essential condition of our Existence and the most important activity of human beings.

### # Characteristics of Communication:

- 1) Communication is essentially a two-way Process. Information has not only to be sent but has also to be received and understood.
- 2) Communication is an ongoing Process. When Communication is absent human activity ceases to exist.
- 3) Communication consists not only of facts but ideas and emotions too. We can communicate a lot through signs, symbols & gestures.
- 4) Communication is a dynamic Process. It incorporates the changing shape of the Participants and the environment.
- 5) Communication is a goal-oriented Process.
- 6) The basic Purpose of Communication is to create mutual understanding in the Organization.

Ans 2 Diagonal or Crosswise Communication takes (3) Place when People working at the same level interact with those working at a higher or lower level of organizational hierarchy and across the boundaries of their reporting relationships.

### Advantages:

- ① Co-ordination:- This crosswise communication serves the important purpose of coordination through informal meetings, formal conferences, lunch hour meetings etc.
- ② Faster:- This type of communication is much faster and more effective.
- ③ Morale boosting:- It gives morale boost to the lower level workers by providing them an opportunity to interact with managers in informal meetings.

### Disadvantages:-

- 1) Fear of infringement:- The superior may feel it as an infringement that his subordinate has been given undue importance.
- 2) Anarchy:- The lack of accepted procedures may lead to internal and external animosity.

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Ans<sup>3</sup> A formal channel of communication can be defined as a means of communication that is normally controlled by managers or people occupying similar positions in an organization. It has been called 'the main line of the organization's operational communication'. In this reports, records and other forms that supply working information to the various parts of the organization are included. It also includes orders, instructions and messages that move up and down in the hierarchical system and the letters, sales presentations, advertising that are published for public information.

#### Advantages:-

- 1) Permanent records: The copy of formal communication is always preserved in the file and it is used as reference.
- 2) Maintenance of discipline: Under the formal communication system the workers are bound to be careful to their own duty.
- 3) Ease of co-operation and co-ordination: Co-ordinated activities can be done properly & easily through formal communication.
- 4) Free from mistakes: It has well defined rules and regulations so there is a little chance of mistakes.

# Ans 4: Barriers To Communication

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- 1) Semantic Problems :- Semantic is 'the study of meaning'. So the Problems arising from Expression or transmission of meaning in Communication are called Semantic Problems.
- 2) Noise :- Noise means 'interference that occurs in a signal and prevents us from hearing sounds properly.'
- 3) Socio-Psychological Barriers :- The attitudes and Opinions, Place in Society and Status - Consciousness arising from one's Position, one's relations with peers, - deeply affect one's ability to communicate both as a Sender and receiver.
- 4) Cultural Barriers :- Cultural barrier to Communication often arises when individuals in one social group have developed different norms, values or behaviors to individuals associated with another group. Cultural difference leads to difference in interest and knowledge of persons.
- 5) Emotions :- The emotional state of a person at a particular point of time affects their communication with others as it has an impact on the body language.
- 6) Poor listening :- Everybody knows about the importance of listening, but very few actually practise the active listening. Poor listening may lead to serious communication problems.

## Ans 5 Qualities of Good Communication

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- 1) Clarity :- The Principle of clarity implies both clarity of thought and clarity of expression. A clear message cannot be sent from an unclear thought. So our thought & message should be clear.
- 2) Completeness :- Every communication must be complete and adequate. Incomplete message keep the receiver guessing, create misunderstanding and delay the actions.
- 3) Conciseness :- Brevity is the soul of good communication. Therefore we should use only relevant details in our message.
- 4) Consideration :- The sender should adopt a human approach and understand the emotions and sentiments of the receiver.
- 5) Correctness :- The effective communication contains only the correct messages. False, manipulated and exaggerated information irritates the receiver and makes the communication ineffective.
- 6) Courtesy :- Courtesy means a friendly and helpful behaviour towards others. Polite manners facilitate effective communication.
- 7) Careful use of body language :- In face-to-face oral communication, body language should be used to reinforce words. Proper posture, eye-contact, & facial expressions help to make effective communication.