

**INDIAN MARITIME UNIVERSITY**  
(A Central University, Government of India)  
**END SEMESTER EXAMINATIONS- JUNE 2019**  
**SEMESTER-I**

**M.B.A**(Port and Shipping Management/International Transportation and  
Logistics Management)

**COMMUNICATION SKILLS**  
**(PG21T2104/PG22T2104)**

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**Date:20-06-2019**

**Time:3Hrs**

**Max Marks: 60**

**Pass Marks: 30**

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**PART – A**

**Answer all the Questions**

12 x 1 = 12

1. Which of the following initiates the process of communication?
  - a. Sender
  - b. Decoder
  - c. Receiver
  - d. Medium
  
2. Which of the following can hamper the process of communication?
  - a. Channel
  - b. Encoder
  - c. Noise
  - d. Pollution
  
3. Which of the following is/are the stage(s) of communication process?
  - a. Encoding
  - b. Decoding
  - c. Both 'A' and 'B'
  - d. None of the above
  
4. Feedback can come in the form of
  - a. Environmental noise
  - b. Verbal and non-verbal response from listener
  - c. Non verbal communication only
  - d. Verbal communication only
  
5. The directional flow of information occurs in
  - a. Downward
  - b. Upward
  - c. Horizontal
  - d. All of the above
  
6. The message in communication should be
  - a. Consistent
  - b. Self-contradictory
  - c. Opaque
  - d. Flawed

7. The communication used by managers to provide job instructions is \_\_\_\_\_ communication.

- a. Downward
- b. Lateral
- c. Formal
- d. Directional

8. All of the following are examples of non verbal communication except \_\_\_\_\_

- a. Intonations or emphasis
- b. Facial expressions
- c. Physical distance
- d. Instant messaging

9. The means by which a communication is passed is known as

- a. A medium
- b. A conduit
- c. A conductor
- d. A transmission

10. Resume may also be called as

- a. Curriculum Vitae
- b. Intro letter
- c. Recommendation
- d. All of the above

11. A research report is written in the following tense:

- a. Present
- b. Past
- c. Future
- d. All of the above

12. Communication means transfer of \_\_\_\_\_

- a. Ideas
- b. Feelings
- c. Messages
- d. All of the above

**PART – B**

**(Answer any five out of seven)**

5 x 4 = 20

13. 'Barriers to communication may be language, emotional or psychological, organizational or personal'. What are the barriers that would prevent effective communication? Explain.

14. What are the different types of communication, on the basis of direction of flow?
15. What are the primary goals of communication in an organization?
16. What are the merits and demerits of face-to-face communication?
17. 'Communication may be made through gestures as well'. Explain.
18. What do you understand by Mass Communication? Explain with an example.
19. Explain the concept of 'Grapevine Communication' with an example.

### **PART – C**

**(Question No.20 is compulsory and answer any three questions to be answered from the remaining)**

4 x 7 = 28

20. Albatross Inland Ports Pvt. Ltd., a freight forwarding service provider has advertised in a leading newspaper, The Times of India on 15.05.2019., for the post of management trainee in Dadri location. You are Mr. S. Kumar, a post graduate in management in International Transportation and Logistics Management from a reputed university. Write a resume along with a cover letter, addressing to the HR Manager, applying for the above mentioned post.
21. What are the merits and limitations of oral communication?
22. Explain the different types of feedback in a workplace.
23. During your interview you are asked "Mention your strengths and weaknesses". How would you answer this question?
24. What is minutes of a meeting. Explain what needs to be included in minutes of a meeting. (2 + 5)
25. Explain the process of communication with a diagram.

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