

**COMMUNICATION FOR PROFESSIONALS  
(HMTS 1011)**

**Time Allotted : 3 hrs**

**Full Marks : 70**

*Figures out of the right margin indicate full marks.*

*Candidates are required to answer Group A and  
any 5 (five) from Group B to E, taking at least one from each group.*

*Candidates are required to give answer in their own words as far as practicable.*

**Group - A  
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Which prefix, from the list of four, when added to the root word “happy” gives the antonym of the root word  
(a) dis (b) mis (c) un (d) pre
- (ii) Below, is given, a list of four antonyms. Select the most appropriate antonym for the word “brutal”  
(a) barbaric (b) humane (c) provincial (d) rustic.
- (iii) The right phonetic transcription for the word “nap” is  
(a) /nɒp/ (b) /nʌp/ (c) /næp/ (d) /nɔ:p/
- (iv) Chronemics is an aspect of  
(a) grapevine communication (b) diagonal communication  
(c) non-verbal communication (d) vertical communication.
- (v) The synonym of the word “peevish” is  
(a) coward (b) irritated (c) sad (d) muscular
- (vi) Which of the following options represents the right stress mark on the word “hybrid”?  
(a) hy’brid (b) h’ybrid (c) hybr’id (d) hybri’d.
- (vii) The boss tells the project team leader: “We cannot afford people who are naïve”. The Project team leader hears the following: “We cannot afford people who have knives”. The above is an example of  
(a) Psychological barrier (b) Semantic barrier  
(c) Cultural barrier (d) Technical barrier.
- (viii) A morpheme is related to  
(a) words (b) sentences (c) sounds (d) syllables.

## B.TECH/AEIE/CSBS/CSE/ECE/IT/1<sup>ST</sup> SEM/HMTS 1011/2021

- (ix) Which suffix, among the list of four, will change the grammatical class of the root word “mad” from an adjective to an adverb of quality  
(a) ness (b) ly (c) full (d) ish.
- (x) A diphthong is a combination of  
(a) three consonants (b) two vowels  
(c) two consonants (d) three vowels.

### Group- B

2. (a) Write the phonetics symbol(s) corresponding to the underline portion of the word  
(i) shut  
(ii) book  
(iii) teacher  
(iv) cake  
(v) flop  
(vi) map [(CO2)(Remember/LOCQ)]
- (b) Underline the word you would like to stress on and briefly explain how stressing on that word is adding a definite meaning to the sentence.  
(i) Any newspaper will do.  
(ii) You must be back by 9.00 pm  
(iii) Her acting is excellent  
(iv) I don't want any excuse. [(CO2,C03)Remember/LOCQ]
- 6 + (2 + 4) = 12**
3. (a) “Intonation in English is a process that comprises of four different kinds of tone and using the right tone is essential for any formal communication”. Clarify the statement naming the four types of tone with relevant examples.  
[(CO2,C03)(understand/LOCQ)]
- (b) “The English language has an intellect for the formation of new expressive words”. Explain this with reference to any two major word formation processes with two relevant examples from each. [(CO2) (Remember/LOCQ)]
- 6 + 6 = 12**

### Group - C

4. (a) “Incongruity of verbal and nonverbal messages” is a barrier that causes a break in interpersonal communication. Name two more interpersonal barriers citing relevant examples. [(CO2,C03) (Remember/LOCQ)]
- (b) Explain the importance of grapevine communication and mass communication with situation based examples. [(CO2, CO3, CO6)(Evaluate/ HOCQ)]
- 6 + 6 = 12**
5. (a) Write one possible solution to overcome each of the following barriers –  
(i) Dealing with an angry customer  
(ii) Dealing with a team member with an ‘I know it all’ attitude

- (iii) Dealing with a person from a different culture, who is not conversant in any language other than his / her mother tongue. [(CO5) (Evaluate/HOCQ)]
- (b) Describe the Wilbur Schramm model of communication. Also use illustration to explain the model. [(CO5)(Remember/LOCQ)]
- 6 + 6 = 12**

**Group - D**

6. (a) “Conciseness” is one of the C’s of communication that is adhered to in letter writing. Rewrite the sentences given below, following the idea of “conciseness” that is to be adopted in business letter:
- (i) We are indeed very much pleased to receive your order after a long break of, let us say, more than a year.
- (ii) It is the sincere purpose of our company to assure that you will receive the maximum possible satisfaction, in respect of our products and services.
- (iii) I have received your letter dated 14th February, 2012, but permit me to say that I regret, we cannot send you any samples as requested by you.
- [(CO1, CO2) (Evaluate/HOCQ)]
- (b) Draft an executive summary for a manuscript format of a report on an investigation carried on in view of non-compliance with departmental guidelines by some employees in the organization, in which you are working for last ten years.
- [(CO1,CO2 & CO 5(Analyse/IOCQ)]
- 6 + 6 = 12**
7. (a) Submit a letter report to the General Manager – HR about a two-day induction program, organised for the newly recruited engineering graduates. You are the Manager – HR.
- [(CO1,CO2 & CO5 (Analyze/IOCQ)]
- (b) You are the General Secretary of the Students’ Council of your institute. Write a complain letter to Event Makers Pvt. Ltd., an event management company, that was entrusted with the responsibility of managing the 3-day annual cultural fest of your college.
- [(CO1,CO2 & CO5 (Analyze/IOCQ)]
- 5 + 7 = 12**

**Group - E**

8. (a) Mr. Mehta, a person who is not a very conversant in English language, is the administrator, of a PSU, based in Mumbai, with employees hailing from different parts of the country and the common parlance thus is English. All the employees working in the organization are very well versed in the language. He has been made the administrator for his deftness in managing things. Mr. Mehta, when asked “How do you think your subordinates assess you as an administrator?” said, “In this particular system, they see me as occupying a lower rung of the pecking order on the power chain even though I am their administrator. They know they can challenge certain things I ask them to do because there are certain higher-level supervisors who are well versed in English language and who will listen to them and often -countermand my decisions, even though they have disregarded the chain of command. This has caused me some supervisory

problems in terms of controlling the employees and it has an impact on respect. I do not believe that they feel they have to be as loyal to me as they are to those above me. Therefore, I am ineffective as a supervisor. So I personally feel they see me as a convenience-type supervisor, someone they tolerate probably because I am not very good at the language.”

Analyse the above mentioned problem by addressing the role of cultural differences and how they may have contributed to the existing situation.

[(CO6&CO4) (Analyse/IOCQ)]

- (b) With regard to cross-cultural communication, could it be possibly claimed that culture, gender and nationality have an effect on communication? Explain with examples.

[(CO6 & CO4) (Evaluate/HOCQ)]

**7 + 5 = 12**

9. (a) A few employees in an organization sent a letter of complaint to the boss. The letter complained about the style of functioning of the departmental administration and alleged the department head of rudeness and mental harassment. An experienced professional with a venerable position, the head was at a loss and emphasised that the complaints were false. The director in the organization is reluctant to turn over the matter to legal proceedings. Had you been a member of the team assisting the Director, then, what kind of team mediation you think, would have been done to manage the situation and resolve the issue at the earliest? [(CO4&CO6) (Evaluate/HOCQ)]

- (b) Good communication skills are key to resolving conflicts. Comment in about 120 – 130 words. [(CO6&CO4) (Analyse/IOCQ)]

**7 + 5 = 12**

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Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	37.5%	31.25%	31.25%

**Course Outcome (CO):**

After the completion of the course students will be able to

1. Write business letters and reports.
2. Communicate in an official and formal environment.
3. Effectively use the various channels of communication at work place.
4. Use language as a tool to build bridges and develop interpersonal relations in multi-cultural environment.
5. Learn to articulate opinions and views with clarity
6. Use various techniques of communication for multiple requirements of globalized workplaces

\*LOCQ: Lower Order Cognitive Question; IOCQ: Intermediate Order Cognitive Question; HOCQ: Higher Order Cognitive Question

**B.TECH/AEIE/CSBS/CSE/ECE/IT/1<sup>ST</sup> SEM/HMTS 1011/2021**

<b>Department &amp; Section</b>	<b>Submission Link</b>
CSE A	<a href="https://classroom.google.com/c/NDA2MTAyMzY4MDM0/a/NDc3NTI0NDY5NTA4/details">https://classroom.google.com/c/NDA2MTAyMzY4MDM0/a/NDc3NTI0NDY5NTA4/details</a>
CSE B	<a href="https://classroom.google.com/c/NDA2MDk1ODg3ODE2/a/NDY4NDkwNDcxMDAw/details">https://classroom.google.com/c/NDA2MDk1ODg3ODE2/a/NDY4NDkwNDcxMDAw/details</a>
CSE C	<a href="https://classroom.google.com/c/NDEwMTUyOTQ5NDI1/a/NDY4NzAwNTY5Njgx/details">https://classroom.google.com/c/NDEwMTUyOTQ5NDI1/a/NDY4NzAwNTY5Njgx/details</a>
ECE A	<a href="https://classroom.google.com/c/NDEwMTAwMTI3MjQ0/a/NDc1MDU1MTgzODY4/details">https://classroom.google.com/c/NDEwMTAwMTI3MjQ0/a/NDc1MDU1MTgzODY4/details</a>
ECE B	<a href="https://classroom.google.com/c/NDEwMzIxNTcwMTg0/a/NDY4MjA1MzA0NzUx/details">https://classroom.google.com/c/NDEwMzIxNTcwMTg0/a/NDY4MjA1MzA0NzUx/details</a>
ECE C	<a href="https://classroom.google.com/c/NDA3MTI5NTc1NDMw/a/NDY4Njk4NzcyNjM0/details">https://classroom.google.com/c/NDA3MTI5NTc1NDMw/a/NDY4Njk4NzcyNjM0/details</a>
AEIE	<a href="https://classroom.google.com/c/NDEwMTUzMjc2MDE4/a/NDY4NzAwNTcwMTI3/details">https://classroom.google.com/c/NDEwMTUzMjc2MDE4/a/NDY4NzAwNTcwMTI3/details</a>
CSBS	<a href="https://classroom.google.com/c/NDEwMDk5OTk5MTY3/a/NDc1MDUxNzA0OTgy/details">https://classroom.google.com/c/NDEwMDk5OTk5MTY3/a/NDc1MDUxNzA0OTgy/details</a>
IT	<a href="https://classroom.google.com/c/NDA2MDk1NTg0NjA3/a/NDc3NTI5NDE3ODg1/details">https://classroom.google.com/c/NDA2MDk1NTg0NjA3/a/NDc3NTI5NDE3ODg1/details</a>
BACKLOG	<p style="text-align: center;"><b>Classroom joining link:</b> <a href="https://classroom.google.com/c/NDc3NTMwMTU1Njc5?cjc=hvhjmlk">https://classroom.google.com/c/NDc3NTMwMTU1Njc5?cjc=hvhjmlk</a></p> <p style="text-align: center;"><b>Answer script submission link:</b> <a href="https://classroom.google.com/c/NDc3NTMwMTU1Njc5/a/NDc3NTMwMTU1ODQz/details">https://classroom.google.com/c/NDc3NTMwMTU1Njc5/a/NDc3NTMwMTU1ODQz/details</a></p>