

28/05/2025 FE SEM-II ALL BRANCHES C-SCHEME PCE-I QP CODE: 10078780

Duration: 2 Hours

Total Marks: 40

**Instructions: Question number 1 is compulsory.**

**Attempt any three from Question No.2 to 6**

**The figures to the right indicate full marks.**

**Answers to the sub-questions should be grouped together**

**Q1. Answer the following questions. (Any 5) (10)**

- a) Write any two merits and demerits of written communication.
- b) Define barrier in communication. List any two types of barriers.
- c) What is grapevine communication? Give suitable examples.
- d) State the advantages and disadvantages of horizontal Communication
- e) Explain the importance of feedback in communication process.
- f) Explain gustatory communication with examples.

**Q2. Answer the following questions: (10)**

a) "You recently purchased a DSLR camera from an online store. Upon receiving the package, you noticed that the camera was damaged. Write a formal letter of complaint to the customer service department of the online retailer, requesting a replacement or suitable compensation.

(6)

b) What are the elements of communication? Explain the process of communication with the help of a neat labelled diagram. (4)

**Q 3. a) Identify the errors in the following sentences and rewrite the correct ones. (5)**

- i) The book is kept over the table.
- ii) The sun rises in the east is an universal truth.
- iii) Neither Jay nor I were able to complete the work.
- iv) Each of the bottles are empty.
- v) I reached the park a hour early.

**b) Explain psychological barriers. How can they be overcome? (5)**

**Q 4. a) What are the features of an effective E-mail? (5)**

**b) What is proxemics? Explain the four zones. (5)**

**Q. 5 Answer the following questions: (10)**

**a) Identify the barrier in the following sentences: (4)**

- i) A foreign tourist struggled to communicate effectively with an Indian resident due to language differences.
- ii) A successful businesswoman refused to consider the sales pitch of a salesman promoting a newly launched product.
- iii) Jaydeep interrupted Srushtee, asking her to stop narrating a story because he was feeling sleepy.
- iv) An email was drafted and the 'SEND' button was clicked, but the message failed to send due to a server outage.

**b) Explain any four Cs effective written communication. (4)**

**c) Write a short note on “You Attitude”. (2)**

**Q 6. a) Read the following passage and answer the questions given below:**

Discipline, precisely, means to act in life according to certain rules or norms of society. Primarily, these rules relate to our social code of conduct. Discipline demands a strict control over man's sense of freedom, which if unchecked, may bring disorder and anarchy in the normal life of a country. Hence, discipline has to be true.

Nature is the best mirror of perfect discipline to all of us. Every object in nature moves according to a strictly regulated plan. One can easily notice a perfect order prevailing in the movement of the Sun, the Moon and the other planets. Seasons change according to a certain plan. Tides in the oceans, crops in the fields, animals in the forest, all follow a certain pattern which is extremely essential to sustain life.

There is hardly any sphere of life in which the value of discipline is not realized sooner or later. Life in a house or an office just becomes a mess if a proper sense of discipline is not cultivated among its members. In our social life also certain norms of behavior are necessary to maintain smooth running of the social order. People must demonstrate a sense of discipline even in the small things like boarding buses and trains, buying cinema tickets or even consumer goods. It saves time and work is done easily and quickly. In the political life of a nation, discipline is its backbone. A disciplined nation is definitely better placed in all respects than an undisciplined one which can hardly make any progress.

**Questions: (5)**

- i) What does discipline demand?
- ii) What will happen if there is no discipline in a house or an office?
- iii) How is discipline advantageous?
- iv) Give antonyms of: a) perfect b) essential
- v) What is discipline?

**b) Write the user instructions for operating a washing machine. (5)**

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