

- All questions are compulsory. (सभी प्रश्न अनिवार्य हैं।)
- Marks are mentioned on the right side of each question. (अंक सभी प्रश्न के दाईं ओर अंकित किये हैं।)

Part - I**Group (A) (ग्रुप -ए)****Q.1 Choose the most suitable answer from the following options.****(1*16=16)**

(सर्वाधिक उपर्युक्त विकल्प को चुनकर लिखें): -

- i.** The obstruction at each stage of the communication process is called
 (a) Sender (b) Barrier (c) Receiver (d) Encoder
- ii.** Sender and receiver are connected through _____.
 (a) Silence (b) Channel (c) Noise (d) Nonverbal cues
- iii.** What is the overall percentage of Nonverbal codes in communication
 (a) 97 (b) 7 (c) 49 (d) 60
- iv.** The primary goal of communication is to avoid:
 (a) Confusion (b) Clarity (c) Completeness (d) Courtesy
- v.** The study of touch as non-verbal communication is
 (a) Body language (b) Gestures (c) Posture (d) Haptics
- vi.** Verbal Communication comprises of
 (a) Spoken and Written words (b) Words and gestures (c) Body language (d) Chronemics
- vii.** Which is not the element of communication?
 (a) Message (b) Channel (c) Feedback (d) Silence
- viii.** Technical writing demands, _____ use of language,
 (a) Figurative (b) Poetic (c) Factual (d) Dramatic
- ix.** The phrase "at random" means
 (a) Suddenly (b) Start something (c) Something special about the day (d) Important Day
- x.** Who is the poet of the poem "Where the Mind is Without Fear"?
 (a) R. N. Tagore (b) Robert Frost (c) Alexander Pope (d) H. W. Longfellow
- xi.** Grunayak appears in the Story
 (a) The Missing Mail (b) Gateman's Gift (c) An Astrologer's Day (d) Leela's Friend
- xii.** Salutation is placed in the _____ part of the letter.
 (a) Opening (b) Body (c) End (d) None of the above

xiii. Change the following sentence from direct to indirect speech:

Direct: She said, "I will visit the museum tomorrow."

- (a) She said that she will visit the museum tomorrow.
- (b) She said that she would visit the museum tomorrow.
- (c) She says, "I will visit the museum tomorrow."
- (d) She said, "I will visit the museum tomorrow."

xiv. Choose the synonym for the word "exquisite":

- (a) Plain
- (b) Beautiful
- (c) Common
- (d) Ordinary

xv. Which part of speech does the word "swiftly" belong to, in the sentence: "She ran swiftly to catch the bus"?

- (a) Adverb
- (b) Verb
- (c) Noun
- (d) Adjective

xvi. Change the following sentence into passive voice: "They built a new bridge over the river."

- (a) A new bridge was built over the river by them.
- (b) A new bridge was being built over the river by them.
- (c) A new bridge is being built by them over the river.
- (d) A new bridge had been built by them over the river.

Group (B) (ग्रुप -बी)

Read the excerpt and answer from the following questions (Q.N.2-5)

Art is long, and Time is fleeting,
And our hearts, though stout and brave,
Still, like muffled drums, are beating
Funeral marches to the grave

- Q.2** Name the poem and the poet. 4
- Q.3** Discuss the significance of the idea presented in the first two lines, "Art is long, and Time is fleeting." 4
- Q.4** Which words in the stanza are hinting towards the meaning 'strong'? 4
- Q.5** State the meaning of the expression "Funeral marches to the grave". 4

Group (C) (ग्रुप -सी)

- Q.6** Differentiate between Direct and Indirect speech with suitable examples. 6

OR (अथवा)

Analyze the importance of punctuation marks in written communication. 6

- Q.7** Discuss different types of business letters. 6

OR (अथवा)

Suppose you are Shalini/Santosh of Govt. Polytechnic, Ranchi, write a letter of demand for purchasing books for your college library. 6

Q.8 Describe the role of tables and charts in communication. **6**

OR (अथवा)

Differentiate between formal and informal communication. **6**

Part - II
Group (A) (ग्रुप -ए)

Choose the most suitable answer from the following options. (1*4=4)
(सर्वाधिक उपर्युक्त विकल्प को चुनकर लिखें): -

xvii. (“बात” निबंध के लेखक इनमें से कौन हैं?)

- (a) (प्रताप नारायण मिश्र) (b) (मुंशी प्रेमचंद) (c) (जयशंकर प्रसाद) (d) (कबीरदास)

xviii. (चक्षु संदेश _____ सम्प्रेषण का प्रकार है।)

- (a) (शाब्दिक सम्प्रेषण) (b) (अशाब्दिक सम्प्रेषण) (c) (अनौपचारिक सम्प्रेषण) (d) (औपचारिक सम्प्रेषण)

xix. मुंशी प्रेमचंद की कहानी का नाम है :

- (a) (ईदगाह) (b) (बात) (c) (पंचलाइट) (d) (अकेली)

xx. (इनमें से सम्प्रेषण व्यवधान है _____।)

- (a) (शोर) (b) (स्पष्टता) (c) (वाकपटुता) (d) (सत्यता)

Group (B) (ग्रुप -बी)

Q.9 (आत्म जागरूकता एवं आत्म नवश्लेषण में अंतर बताएं।) **4**

OR (अथवा)

(कार्यस्थल पर सम्प्रेषण में भावात्मक बद्धिमता का महत्व स्पष्ट करें।) **4**

Group (C) (ग्रुप - सी)

Q.10 (नमक का दरोगा कहानी का सारांश लिखें।) **6**

OR (अथवा)

(“बात” निबंध की विशेषताओं की विवेचना करें।) **6**

Q.11 (बायोडाटा का प्रारूप लिखें।) **6**

OR (अथवा)

(फिसमाफी के लिए आवेदन लिखें। (संस्थान का नाम- पालीटेक्निक रांची, नाम- रचना /रचित)) **6**

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