

Dr. Babasaheb Ambedkar Open University
Term End Examination January – 2026

Course : BSCIT
Subject Code : BSCIT-101
Subject Name : Communication Skills

Date : 25/02/2026
Time : 11:30am to 01:45pm
Duration : 02.15 Hours
Max. Marks : 70

Answer the Following Questions (Attempt any Three) 30

- 1 Discuss the interaction between the Sender and Receiver in the communication process. What are the distinctions between encoding and decoding?
- 2 Evaluate in comparison Different channels of communication, both verbal and nonverbal. In what ways do they enhance one another to create a unified message?
- 3 Discuss the statement “Language serves as both the Pathway and an Obstacle.” Provide examples illustrating how linguistic disparities can obstruct communication.
- 4 In what ways do tone, pitch, and pace of speech enhance the efficacy of verbal communication? Provide illustrations with examples.
- 5 "Explain how a person’s cultural background can shape the way they understand and respond to a message. Use clear examples to show how ignoring cultural differences might lead to misunderstandings or failed communication."
- 6 "Explore how active listening not only helps us understand ourselves more deeply but also strengthens the way we connect and communicate with others."

Section B 20

Answer the Following Questions (Attempt Any Four)

- 1 Importance of Non Verbal Communication
- 2 Differentiate Intercultural and International Communication
- 3 Enlist the important parameters of Effective Presentation
- 4 Explain the key difference between Intrapersonal and Interpersonal Communication
- 5 Examine the concepts of Group Communication, Team Work, and Leadership.
- 6 Discuss the Minutes and Agenda with valid examples.

Section C 10

Part – A (Multiple Choice Questions)

- 1 Non-verbal communication is most effective in conveying:
a) Grammar rules b) Emotions and attitudes
c) Complex statistics d) Written reports
- 2 Which of the following is NOT a form of non-verbal communication?
a) Eye contact b) Gesture c) Posture d) E-mail
- 3 Intercultural communication primarily focuses on:
a) Interaction among people from the same community
b) Exchange between people of different cultural backgrounds within or across nations
c) Trade agreements between two countries
d) Communication between government agencies only
- 4 International communication differs from intercultural communication because it:
a) Restricts conversation to family contexts
b) Involves official communication across national borders, such as diplomacy and mass media
c) Depends only on non-verbal cues
d) Eliminates cultural factors
- 5 Which of the following parameters is MOST essential for an effective presentation?
a) Reading the slides word for word
b) Clear structure and confident delivery

- c) Avoiding eye contact to reduce nervousness
- d) Excessive use of technical jargon
- 6 Group communication is best described as:
 - a) Communication between only two people
 - b) Interaction where multiple individuals exchange ideas to achieve shared goals
 - c) Only written communication in organizations
 - d) Individual decision-making without discussion
- 7 In the communication process, the role of the sender is to:
 - a) Interpret the message
 - b) Encode and transmit the message
 - c) Act as a passive listener
 - d) Provide only nonverbal cues
- 8 Decoding in communication refers to:
 - a) Generating ideas to be shared
 - b) Translating a message into meaningful interpretation
 - c) Designing barriers to avoid miscommunication
 - d) Encoding the message with symbols
- 9 Which of the following highlights the main distinction between encoding and decoding?
 - a) Encoding is message interpretation; decoding is message transmission
 - b) Encoding is message construction; decoding is message reception and understanding
 - c) Encoding is passive; decoding is active
 - d) Encoding is performed by the receiver; decoding is performed by the sender
- 10 Verbal communication is often strengthened by nonverbal cues because they:
 - a) Replace the spoken message entirely
 - b) Add emotional and contextual depth to the spoken message
 - c) Confuse the receiver with mixed signals
 - d) Are more important than the content of speech

Part – B (Do as Directed)

10

State whether the Following Statement are True or False

- 1 In the communication process, the sender is always the same individual as the receiver.
- 2 Encoding refers to converting thoughts into communicable symbols, while decoding refers to interpreting those symbols into meaningful understanding.
- 3 Nonverbal communication can completely replace verbal communication in conveying complex and abstract ideas.
- 4 By practicing active listening, communicators strengthen trust and establish deeper interpersonal connections.
- 5 Active listening emphasizes both self-reflection and empathetic engagement with others.
- 6 A person's cultural background can determine the meaning they associate with gestures, silence, or directness in communication.
- 7 Effective presentations require a logical structure that includes an introduction, body, and conclusion for clarity and coherence.
- 8 The overuse of technical jargon typically enhances audience understanding and makes a presentation more effective.
- 9 Visual aids, if aligned with the spoken message, can improve retention and understanding among the audience.
- 10 Time management during a presentation is less important than covering all material, even if the presentation exceeds its allocated time limit.
