

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

Course	: BSCIT	Date	: 26/02/2026
Subject Code	: BSCITRAE-205	Time	: 11:30am to 12:30pm
Subject Name	: Communication Skills - II	Duration	: 01 Hour
		Max. Marks	: 35

Section A

Answer the following (Attempt any two) (20)

1. What is Interpersonal Communication? Explain the different types of interpersonal relationships and the role of "Self-Disclosure" in communication.
2. Define Intercultural Communication. Discuss the various barriers that can occur during communication between individuals from different cultural backgrounds.
3. Explain the concept of "Groupthink." What are its symptoms, and how can a team leader prevent it from occurring in a professional setting?
4. Discuss the characteristics of Technical Writing. How does it differ from creative or academic writing in terms of purpose and audience?

Section B

Answer the following (Attempt Any two) (10)

1. Explain the difference between Intrapersonal and Interpersonal communication with examples.
2. What is "Ethnocentrism" and how does it impact international business communication?
3. Describe the "Five Stages of Team Development" (Forming, Storming, Norming, Performing, and Adjourning).
4. Write a short note on the importance of "Professional Style" and clarity in technical documentation.

Section C

Part – A (Multiple Choice Questions) (05)

1. Communication with oneself is known as:
(A) Interpersonal (B) Intrapersonal
(C) Intercultural (D) Group Communication
2. Which of these is a "High-Context" culture trait?
(A) Direct communication (B) Detailed logic
(C) Reliance on non-verbal cues (D) Explicit messaging
3. The stage where a team begins to resolve conflicts and settle into roles is:
(A) Forming (B) Storming (C) Norming (D) Adjourning
4. In technical writing, the primary focus should be on
(A) Emotional appeal (B) Metaphors
(C) Accuracy and Clarity (D) Length of the document

- 5 What is the primary purpose of a "User Manual" in technical communication?
- (A) To entertain (B) To instruct
- (C) To persuade (D) To express feelings
