

**BACHELOR'S DEGREE IN LIBRARY
AND INFORMATION SCIENCE (REVISED)
(BLIS)**

**Term End Examination,
June, 2020**

BLI-225 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 70

GENERAL INSTRUCTIONS

1. All questions are **compulsory**. Each question carries 1 mark.
2. No cell phones, calculators, books, slide-rules, notebooks or written notes, etc. will be allowed inside the examination hall.
3. You should follow the instructions given by the Centre Superintendent and by the Invigilator at the examination venue. If you violate the instructions, you will be disqualified.
4. Any candidate found copying or receiving or giving assistance in the examination will be disqualified.
5. The Question Paper and the OMR Response Sheet (Answer Sheet) would be supplied to you by the Invigilators. After the examination is over, you should hand over the OMR Response Sheet to the Invigilator before leaving the examination hall. Any candidate who does not return the OMR Response Sheet will be disqualified and the University may take further action against him/her.
6. All rough work is to be done on the question paper itself and not on any other paper. Scrap paper is not permitted. For arriving at answers you may work in the margins, make some markings or underline in the test booklet itself.
7. The University reserves the right to cancel the result of any candidate who impersonates or uses/adopts other malpractices or uses any unfair means. The University may also follow a procedure to verify the validity of scores of all examinees uniformly. If there is substantial indication that your performance is not genuine, the University may cancel your result.

How to fill up the information on the OMR Response Sheet (Examination Answer Sheet)

1. Write your complete Enrolment No. in 9 digits. This should correspond to the enrolment number indicated by you on the OMR Response Sheet. Also write your correct name, address with pin code in the space provided. Put your signatures on the OMR Response Sheet with date. Ensure that the Invigilator in your examination hall also puts his signatures with date on the OMR Response Sheet at the space provided.
2. On the OMR Response Sheet student's particulars are to be filled in by blue/black ball pen also. Use blue/black ball pen for writing the Enrolment No. and Examination Centre Code as well as for blackening the circle bearing the correct answer number against the serial number of the question.
3. Do not make any stray remarks on this sheet.
4. Write correct information in numerical digits in Enrolment No. and Examination Centre Code Columns. The corresponding circle should be dark enough and should be filled in completely.
5. Each question is followed by four probable answers which are numbered (1), (2), (3) and (4). You should select and show only one answer to each question considered by you as the most appropriate or the correct answer. Select the most appropriate answer. Then by using blue/black ball pen, blacken the circle bearing the correct answer number against the serial number of the question. If you find that answer to any question is none of the four alternatives given under the question, you should darken the circle with '0'.
6. No credit will be given if more than one answer is given for one question. Therefore, you should select the most appropriate answer.
7. You should not spend too much time on one question. If you find any particular question difficult, leave it and go to the next. If you have time left after answering all the questions, you may go back to the unanswered question.
8. There is no negative marking for wrong answers.

(Q. Nos. 1-5)—Read the passage below and answer the questions :

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally. The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes. These symptoms are usually mild and begin gradually.

Some people become infected but only have very mild symptoms. People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks. These droplets are relatively heavy, do not travel far and quickly sink to the ground. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. This is why it is important to stay at least 1 metre away from others. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth.

COVID-19 infected people can transmit the virus both when they have symptoms and when they don't have symptoms. This is why it is important that all people who are infected are identified by testing, isolated, and, depending on the severity of their disease, receives medical care. Even people confirmed to have COVID-19 but who do not

have symptoms should be isolated to limit their contact with others. These measures break chains of transmission. You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions : Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Maintain at least 1 metre (3 feet) distance between yourself and others. Avoid going to crowded places because you are more likely to come into close contact with someone who has COVID-19. Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as COVID-19.

1. Where was COVID-19 first discovered ?
 - (1) Rome
 - (2) Wuhan
 - (3) New York
 - (4) Barcelona

2. Which of the following is not a symptom of COVID-19 ?
 - (1) Bleeding from nose
 - (2) Sore throat
 - (3) Loss of taste and smell
 - (4) Fever and dry cough

3. How do we catch COVID-19 ?
 - (1) Through the infected droplets from the nose or mouth
 - (2) Through water supply
 - (3) Not eating enough fruits
 - (4) Not taking enough walk

4. Can people without symptoms transmit COVID-19 ?
- (1) Only people showing symptoms can transmit
 - (2) Infected people with no symptoms cannot spread
 - (3) Infected person with or without symptoms can transmit
 - (4) Only going to crowd can transmit
5. Which one of the following prevents the spread of COVID-19 ?
- (1) Wash hands with soap or sanitizer
 - (2) Avoid crowded places
 - (3) Maintain distance from others
 - (4) All of the above
6. Communication is a part of _____ skills.
- (1) Soft
 - (2) Hard
 - (3) Rough
 - (4) Short
7. People cannot interact with each other without _____.
- (1) Communication
 - (2) Transport
 - (3) Voice
 - (4) Loudspeaker
8. _____ communication includes tone of voice, body language, facial expressions etc.
- (1) Non-verbal
 - (2) Verbal
 - (3) Letter
 - (4) Notice
9. When there is similarity of background between the sender and the receiver such as age, language, nationality, religion, gender; then this is called _____ context.
- (1) Social
 - (2) Cultural
 - (3) Physical
 - (4) Dynamic

10. How many _____ of trousers have you got ?
- (1) Items (2) Pairs
(3) Sets (4) Times
11. Do you _____ a uniform at your college ?
- (1) Carry (2) Wear
(3) Use (4) Hold
12. Did she _____ you to meet him today ?
- (1) Invited (2) Call
(3) Informed (4) Instructed
13. In oral communication, the speaker can observe the listener's _____.
- (1) Reaction (2) Response
(3) Rejection (4) Reset
14. In _____ listening the difference between the sounds is identified.
- (1) Discriminative (2) Comprehension
(3) Dialogic (4) Empathetic
15. The _____ is the action or description that occurs in the sentence.
- (1) Predicate (2) Subject
(3) Object (4) Complement
16. In _____ listening, the main intention is to seek certain information which will be appreciated.
- (1) Empathetic (2) Appreciative
(3) Evaluative (4) Dialogic

17. _____ is nothing but checking whether we have followed the earlier stages promptly and efficiently.
- (1) Reviewing (2) Reading
(3) Recalling (4) All of these
18. _____ listening means learning through conversation.
- (1) Evaluative (2) Appreciative
(3) Dialogic (4) Empathetic
19. When speaking on the phone, what type of communication is being used ?
- (1) Verbal and tone of voice (2) Body language
(3) Written communication (4) Non-verbal communication
20. Reading is a _____ process.
- (1) Encoding (2) Listening
(3) Decoding (4) Talking
21. A portfolio is not sent out like the resume or CV, it is normally taken along at the time of an interview.
- (1) True (2) False
22. Portfolio is not a powerful tool for job seekers.
- (1) True (2) False
23. A portfolio can be an important learning tool for students to help them to assess their learning and to compare it to what the job in question requires.
- (1) True (2) False

24. Presentations are a way of communicating ideas and information to a group.
- (1) True (2) False
25. The expressions you wear on your face transmit a great deal of emotions.
- (1) True (2) False
26. It is most important to open a telephone call professionally and make the caller feel welcome and try to give an impression that she/he is an important caller.
- (1) True (2) False
27. A group discussion is an informal discussion involving an invited group of participants.
- (1) True (2) False
28. The way in which we express ourselves is our style of communication.
- (1) True (2) False
29. When meeting new people it is most important to make positive impression on them.
- (1) True (2) False
30. To be an effective communicator it is important to be a good listener.
- (1) True (2) False
31. In oral communication there is a possibility of immediate :
- (1) Reply (2) Response
(3) Reaction (4) All of these

32. Evaluative listening is :

- | | |
|-----------------|----------------|
| (1) Therapeutic | (2) Evaluative |
| (3) Dialogic | (4) Empathetic |

33. Hearing is an important component of :

- | | |
|--------------|-------------------|
| (1) Speaking | (2) Listening |
| (3) Talking | (4) None of these |

34. It is important to choose the right environment because it will help the listener focus and avoid :

- | | |
|---------------|------------------|
| (1) Attrition | (2) Distractions |
| (3) Influence | (4) Noise |

35. Hearing is only an important component of :

- | | |
|-------------|---------------|
| (1) Hearing | (2) Listening |
| (3) Talking | (4) Speaking |

36. To be a good communicator it is important to be a :

- | | |
|-----------------|-------------------|
| (1) Articulate | (2) Good listener |
| (3) Good writer | (4) Empathetic |

37. Being a good listener help you to develop and maintain :

- | | |
|----------------------------|----------------------------------|
| (1) Positive body language | (2) Good interpersonal relations |
| (3) Reading habits | (4) Appreciative skills |

38. Contraction are words that have been :

- | | |
|----------------|----------------|
| (1) Elaborated | (2) Explained |
| (3) Shortened | (4) Emphasized |

46. Before going for presentation, one need to do some home work to find out :
- (1) Who are audience ?
 - (2) When is it scheduled and duration ?
 - (3) What kind of facilities is available at the venue ?
 - (4) All of the above
47. In order to achieve effective communication, the presenter must be :
- (1) Humorist, friendly and funny
 - (2) Clear, coherent, articulate and convincing
 - (3) Good appearance, friendly and casual
 - (4) Articulate, casual and provocative
48. Which of these must be avoided in a group discussion ?
- (1) Speak about oneself and rule
 - (2) Must never mumble
 - (3) No shouting or speaking very fast
 - (4) All of the above
49. Which quality is an enemy in a group discussion ?
- (1) Assertiveness and emotional stability
 - (2) Objectivity and self-confidence,
 - (3) Initiative and good communication skills
 - (4) Overconfidence and abusive

50. Which of the following is not a barrier to effective communication ?

- (1) Sound
- (2) Listening
- (3) Inattentive
- (4) Interruption

51. People cannot interact with each other without _____.

- (1) Communication
- (2) Transport
- (3) Voice
- (4) Loudspeaker

52. Communication is a non-stop :

- (1) Exercise
- (2) Process
- (3) Programme
- (4) Plan

53. The _____ is the person who transmits the message.

- (1) Receiver
- (2) Driver
- (3) Sender
- (4) Cleaner

54. _____ is the person who notices and decodes and attaches some meaning to a message.

- (1) Receiver
- (2) Driver
- (3) Sender
- (4) Cleaner

55. The response to a sender's message is called :

- (1) Feedback
- (2) Food lodge
- (3) Transporter
- (4) Agent

56. _____ context refers to the relationship between the sender and the receiver.

- | | |
|-------------------|-------------------|
| (1) Social | (2) Emotional |
| (3) Psychological | (4) Chronological |

57. _____ refers to all the factors that disrupt the communication.

- | | |
|-------------|------------------|
| (1) Silence | (2) Social media |
| (3) Phone | (4) Noise |

58. Environmental barriers are the same as _____ noise.

- | | |
|-------------------|-------------------|
| (1) Physical | (2) Social |
| (3) Physiological | (4) Psychological |

59. Our dress code is an example of _____ communication.

- | | |
|-------------|----------------|
| (1) Online | (2) Non-verbal |
| (3) Written | (4) Recorded |

60. _____ communication includes tone of voice, body language, facial expressions etc.

- | | |
|----------------|------------|
| (1) Non-verbal | (2) Vocal |
| (3) E-mail | (4) Notice |

61. Letter, e-mail, telephone are examples of _____.

- | | |
|-------------------------------|--------------|
| (1) Message | (2) Feedback |
| (3) Channels of communication | (4) Encoding |

62. It is of paramount importance that one needs to construct a _____ sentence for effective communication.

- (1) Wrong
- (2) Correct
- (3) Incorrect
- (4) Night

63. Reading comprehension means understanding a _____ text.

- (1) Oral
- (2) Written
- (3) Usual
- (4) Audio

64. The person who transmits the message is called the :

- (1) Baker
- (2) Sender
- (3) Taker
- (4) Receiver

65. Proper nouns always begin with _____ letters.

- (1) Running
- (2) Capital
- (3) Small
- (4) Numerical

66. A communication may be misinterpreted because of _____.

- (1) Barriers
- (2) Distortions
- (3) Distractions
- (4) Noise

67. Facial expressions are a part of :

- (1) Written language
- (2) Body language
- (3) Verbal communication
- (4) Non-effective communication

68. In an informal communication, one does not pay much attention to the skills of _____ communication.

- (1) Written
- (2) Oral
- (3) Audio
- (4) Visual

69. How can a person correctly communicate ?

- (1) Speaking
- (2) Text message
- (3) E-mail
- (4) All of these

70. The language of a report should be _____.

- (1) Formality
- (2) Formal
- (3) Casual
- (4) Loose