

**POST GRADUATE DIPLOMA IN LEGAL  
PROCESS OUTSOURCING (PGDLPO)**

**Term-End Examination**

00268

**December, 2014**

**MLEI-003 : PROFESSIONAL ENGLISH  
PROFICIENCY – I**

*Time : 2 hours*

*Maximum Marks : 50*

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**Note :** *The paper is divided into **two** parts, Part A and Part B. Both parts are **compulsory**.*

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**PART A**

*Attempt **all** the questions from this part. Each question carries 2 marks. 10×2=20*

1. Which one of the following statements is/are *false* regarding communication :
- (i) Formal communication may be upward or downward.
  - (ii) Informal communication is also called grapevine.
  - (iii) Diagonal communication takes place outside the organization.
  - (iv) Consensus is an important kind of communication in a good organization.
- (a) (i) and (ii)  
(b) only (iii)  
(c) (i), (ii) and (iv)  
(d) None of the above

2. Which quality is undesirable in a successful intercultural communicator ?
- (a) He or she must be aware that his or her preferred values and behaviours are influenced by culture and are not necessarily 'right'.
  - (b) He or she must be sensitive to verbal and non-verbal behaviour.
  - (c) He or she must be aware of the values, beliefs and practices in other cultures.
  - (d) He or she must be insensitive to differences among individuals within a culture.
3. Which of the following statements is/are *true* about a sentence :
- (i) It is a group of words or phrases that expresses a complete idea.
  - (ii) It begins with a capital letter.
  - (iii) It always ends with a period or full stop.
  - (iv) It is the largest independent unit of grammar.
- (a) (i) and (ii)
  - (b) only (iii)
  - (c) (ii), (iii) and (iv)
  - (d) None of the above

4. Rearrange the parts of a sentence labelled P, Q, R and S to produce a proper sentence by choosing the proper sequence from the options given below :

By definition,

refers to all forms of physical activity  
P Q  
that use energy bodily movements  
R S

The proper sequence should be

- (a) QSPR
  - (b) QPSR
  - (c) PRSQ
  - (d) SPQR
5. "I had to shout while giving my speech, so that everyone in the hall could hear me. I had to shout because the electricity had gone and the microphone was not working."

The above situation is an example of

- (a) A physical barrier
- (b) An internal barrier
- (c) A semantic barrier
- (d) A technical barrier

6. On a Monday morning, the first thing that you see when you reach your desk is a small note from your supervisor which says "COME TO MY CABIN IMMEDIATELY – BOSS". You infer :
- (a) Your boss is angry, since everything on that note is in capital letters.
  - (b) You are getting fired.
  - (c) Your supervisor is happy and excited about some news over the weekend and wants to share it with you.
  - (d) You don't know, since the message is not clear.

7. Choose the option that best completes the sentence :

\_\_\_\_\_ communication deals with ensuring smooth functioning of an organization, while \_\_\_\_\_ communication would be to ensure maximum consumer satisfaction and client-handling responsibilities.

- (a) External, internal
- (b) Internal, external
- (c) Vertical, horizontal
- (d) Diagonal, horizontal

8. Choose the segment of the sentence given below that has an error :

US-based technology giant Apple Inc. placed a number of constraints on their employees and developers.

- (a) US-based technology giant Apple Inc.
  - (b) placed a number of constraints
  - (c) on their employees and developers
  - (d) No error
9. Classical education are one of the greatest means to develop children's minds.

Read the entire sentence carefully and identify an error in the following segment of the sentence :

- (a) Classical education are
- (b) one of the greatest means
- (c) to develop children's minds
- (d) No error

**10.** Choose the option that best transforms the given sentence into interrogative sentence :

Honesty is the best policy.

- (a) Honesty is the best policy, is it ?
- (b) Is honesty the best policy ?
- (c) The best policy is honesty, is not it ?
- (d) Honesty is the best policy, isn't it ?

## PART B

Attempt any **three** questions from this part. Each question carries 10 marks. 3×10=30

11. Discuss the importance of communication in an organization.
  12. Write a note on the cultural barriers in effective communication.
  13. What do you understand by the term 'Article' ? Differentiate between a definite and an indefinite article.
  14. Discuss the process of effective communication with specific example for each stage.
  15. Explain the nature and objectives of effective communication.
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