

(Time: 3 Hours)

Total Marks: 100

N.B.: (1) **Question No. 1 is compulsory.**(2) Attempt **any four** out of remaining six questions.

- Q.1 (a) Draft a notice with agenda for a meeting of the Student's Council called to plan the Annual IT Fair to be organized in your campus. (10)
- (b) How can you make written communication effective? (10)
- Q.2 (a) 'Environment is one of the determinants of personality'. Justify with example. (10)
- (b) What are the mechanical barriers in Business Communication? (10)
- Q.3 (a) What is attitude? Explain in detail components of attitude. (10)
- (b) What is the five-stage model of group development? (10)
- Q.4 (a) Explain Grapevine communication and its importance in the organization. (10)
- (b) Define Emotional Intelligence in detail. Also explain how it is important in IT industries (10)
- Q-5 (a) Explain the process of communication through a diagram. (10)
- (b) Group discussion plays an important role in interview selection. Explain with suitable examples along with the guidelines. (10)
- Q-6 (a) How job design provides intrinsic motivation to the workers? (10)
- (b) Define the term leadership and explain the types of leadership (10)
- Q-7 Write short notes on any three: - (20)
- 1) Non-verbal communication
  - 2) Listening skills
  - 3) Time management
  - 4) SMART Goals