

## G02/ENG102/EE/20140522

Time : Three Hours

Marks : 100

### Instructions to Candidates :

- 1) Read the question paper carefully.
- 2) Leave enough margin (min. 3 cm) before writing the answers.
- 3) Write the answers in legible handwriting; zero marks will be awarded to illegible handwriting.
- 4) Figures to the right side indicate full marks of a question.
- 5) Write the number of every question and their sub-questions while writing the answer.

1. a) Answer the following questions in **one** sentence each. **(Any five) :** 5
  - i) Who is an active listener?
  - ii) Who was reported to selective perception?
  - iii) What is the simple meaning of self concept?
  - iv) What is transactional analysis?
  - v) Which are the two basic sequences of ideas?
  - vi) Which model was developed by psychologists Joseph Luft and Harry Ingham?
  - vii) What is the meaning of collaborative writing task?
- b) Fill in the blanks with appropriate alternatives. **(Any five) :** 5
  - i) When you fake attention, remember that you are ..... everybodys time.  
A) utilizing B) over utilizing  
C) wasting D) not wasting
  - ii) There is the content of subject matter of the ..... and there is the attitude underlying the content.  
A) message B) letter  
C) communication D) speech

- iii) Some of the group communication, we need to first understand how the ..... function.
- A) individuals                      B) society as a whole  
C) group                                D) community
- iv) There are ..... stages in the process of communication.
- A) three                                B) four  
C) five                                  D) six
- v) According to Homer the first qualification for leadership is .....
- A) skill and knowledge            B) to inspire  
C) excel in our job                 D) to motivate
- vi) Sharpen the saw means .....
- A) upgrade our knowledge        B) enhance our skills  
C) both options A) and B)        D) none of these
- vii) The self concept plotted by Johari Window Model is .....
- A) dynamic                            B) static  
C) useless                              D) rigid
- c) State whether the following statements are true or false and rewrite them. (Any five) :                      5
- i) As a listener you need to concentrate on the content and not the speakers feelings.
- ii) It is not in our control to change or improve our self concept.
- iii) Body language is the form of verbal communication.
- iv) The selection of appropriate technology is the first step of effective communication.
- v) E-mail is a private means of communication.
- vi) In optimal size of a group communication five to ten people consist.
- vii) UFO (Unidentified Flying Objects) are nothing but like a ghost.

- d) Column A gives you the list of words and column B gives you the list of sentences. Match column A with B. 5

"A"

"B"

- |                     |  |
|---------------------|--|
| i) Opening          | A) give and take turn among the participants |
| ii) Feed forward    | B) unknown people                            |
| iii) Business stage | C) business is completed                     |
| iv) Feedback stage  | D) identify the tone of conversation         |
| v) The closing      | E) welcome                                   |
|                     | F) thanks and farewell                       |

2. a) Answer the following questions in **two or three** sentences each. 10  
(Any five) :

- i) When unsolicited help is required?
- ii) Give any four examples of physical distractions in web-based communication.
- iii) Write any two forms of oral communication.
- iv) Write the advantages of direct plan for writing negative messages.
- v) How deductive approach will useful to establish the sequence of ideas?
- vi) What are the three common general purposes of writing messages?
- vii) Who acts as a gatekeeper in a business situations? Give any four examples.

- b) Define / explain the following terms. (Any five) : 10

- i) Flip charts
- ii) Positive news
- iii) Spoofing
- iv) Spam
- v) Persuasive letters
- vi) Transactional response
- vii) Inductive approach

3. Answer the following questions in about 75 to 100 words each. **(Any six) :** 36

- i) Explain in brief three basic elements of a paragraph.
- ii) Explain in brief the components of an opening of a solicited letter.
- iii) Explain in brief the organizational plans for preparing a resume.
- iv) Explain the three phases of the perception process. Give suitable examples of each.
- v) Write the advantages of a slide projector presentation.
- vi) Write the advantages of electronic communication.
- vii) Explain the routine request messages.
- viii) Write four ways of writing a good buffer.
- ix) Explain any three principles of intercultural communication.

4. Answer the following questions in 150 to 200 words **(Any two) :** 24

- i) Explain the classification of communication network.
- ii) Which precautions must be taken while developing visual aids?
- iii) Write the important principles of writing effective application letters.
- iv) Explain 'Johari Window Model' with a diagram.

# G02/COM106/EE/20140525

Time : Three Hours

Marks : 100

## Instructions to Candidates :

- 1) Read the question paper carefully.
- 2) Leave enough margin (min 3 cm) before writing the answers.
- 3) Write the answers in legible handwriting; zero marks will be awarded to illegible handwriting.
- 4) Figures to the right side indicate full marks of a question.
- 5) Write the number of every question and their sub-questions while writing the answer.

1. a) Fill in the blanks and rewrite the sentences. **(Any five) :** 5
  - i) Labour means the work done with the intention of .....
  - ii) Human wants are .....
  - iii) In proprietorship firm it is ..... to maintain secrecy.
  - iv) Insurance is ..... between two parties.
  - v) The company is managed by .....
  - vi) Personal expenses of proprietor are recorded in ..... account.
  - vii) Salary paid to the employee is ..... type of account.
- b) State whether the following statements are true or false and rewrite them. **(Any five) :** 5
  - i) Utility is the capacity of goods and services to satisfy human wants.
  - ii) The total supply of land can be increased.
  - iii) Due to the foreign trade living standard of people increases.
  - iv) The wholesaler does not give credit facilities to retailers.
  - v) Contract of sale is between seller and buyer.
  - vi) Capital account is nominal account.
  - vii) Journal is the book of prime entry.

c) Match column A with B.

5

"A"

"B"

- |                     |                                     |
|---------------------|-------------------------------------|
| i) Money            | a) reduction in the value of assets |
| ii) News paper      | b) liability of business            |
| iii) Life Insurance | c) assets of business               |
| iv) Depreciation    | d) medium of exchange               |
| v) Capital          | e) written advertisement            |
|                     | f) age proof                        |

d) Choose correct alternatives. (Any five) :

5

- i) The main aim of the business is .....
- |                       |                       |
|-----------------------|-----------------------|
| A) to provide service | B) to earn profit     |
| C) to create customer | D) to create goodwill |
- ii) The payment of internal trade is made in .....
- |           |          |
|-----------|----------|
| A) dollar | B) pound |
| C) rupees | D) kind  |
- iii) Bank collects money from individual as .....
- |           |         |
|-----------|---------|
| A) saving | B) help |
| C) appeal | D) loan |
- iv) As far as possible ..... coloured paper should be used for letter writing.
- |          |           |
|----------|-----------|
| A) green | B) yellow |
| C) black | D) white  |
- v) ..... create credit money.
- |                    |                 |
|--------------------|-----------------|
| A) Government      | B) Business man |
| C) Commercial bank | D) Company      |
- vi) Trade with foreign country means ..... trade.
- |                  |              |
|------------------|--------------|
| A) international | B) wholesale |
| C) internal      | D) retail    |

2. Answer the following questions in two or three sentences each. (Any ten): 20

- i) What is time utility?
- ii) What is capital?
- iii) What is supply?
- iv) State the meaning of labour.
- v) What is E-commerce?
- vi) State the meaning of business.
- vii) State the types of transport.
- viii) What is bank?
- ix) What do you mean by storage of goods?
- x) What is fire insurance?
- xi) Define advertisement.
- xii) What is post script?
- xiii) State the types of account.
- xiv) What is export?
- xv) What is an agent?

3. Write brief answer to the following questions . (any six) 36

- i) Explain the types of utility.
- ii) Explain the features of business.
- iii) Distinguish between wholesaler and retailer.
- iv) Explain the need of foreign trade.
- v) State the meaning of road transport. Explain the advantages of road transport.
- vi) Explain the external features of business letter.
- vii) Explain the types of taxes.
- viii) Explain the features of sole trading firm.
- ix) Explain the types of partnership.

4. Answer the following questions in 150 to 200 words (any two)

24

- i) Explain the various stages in evaluation of commerce.
- ii) Explain the functions of retailer.
- iii) Record the following transactions with narration in the books of Smita.

| 2011, December |                              | Rs.       |
|----------------|------------------------------|-----------|
| 1              | Commenced business with cash | 10,00,000 |
| 5              | Purchase goods from Ashok    | 2,00,000  |
| 7              | Cash sales                   | 1,00,000  |
| 12             | Purchased furniture          | 20,000    |
| 15             | Deposited into bank          | 50,000    |
| 19             | Rent paid for shop           | 2,000     |

- iv) From the following trial balance of Mr. Lankeshwar, prepare trading account, profit and loss account for the year ended 31-03-2011 and the Balance Sheet as on that date.

| Particulars              | Debit (Rs.) | Particulars      | Credit (Rs.) |
|--------------------------|-------------|------------------|--------------|
| Opening stock (1-4-2010) | 60,000      | Sales            | 2,40,000     |
| Purchases                | 1,68,000    | Purchase return  | 4,000        |
| Sales return             | 4,000       | Sundry creditors | 70,000       |
| Wages                    | 6,000       | Bills payable    | 10,000       |
| Insurance Premium        | 2,000       | Capital          | 1,80,000     |
| Salary                   | 30,000      |                  |              |
| Telephone and telegram   | 2,000       |                  |              |
| Land and building        | 1,00,000    |                  |              |
| Machinery                | 50,000      |                  |              |
| Sundry debtors           | 60,000      |                  |              |
| Drawings                 | 2,000       |                  |              |
| Bills receivable         | 20,000      |                  |              |
|                          | 5,04,000    |                  | 5,04,000     |

Closing stock is valued at Rs. 28,000.



# G01/G02/GKN101/EE/20140524

Time : Three Hours

Marks : 100

## Instructions to Candidates :

- 1) Read the question paper carefully.
- 2) Leave enough margin (min. 3 cm) before writing the answers.
- 3) Write the answers in a legible handwriting; zero marks will be awarded to illegible handwriting.
- 4) Figures to the right side indicate the full marks of a question.
- 5) Write the number of every question and their sub-questions while writing the answer.

1. a) Answer the following questions in **one** sentence each. (Any five) : 5
  - i) What is the name given to the substances which cause pollution?
  - ii) In air which pollutant is minimised the ozone?
  - iii) What is rights?
  - iv) How many chromosomes are in monkey?
  - v) What is made up of long chains of DNA molecules?
  - vi) What is meant by environment?
  - vii) What is mental retardation?
- b) Fill in the blanks with the appropriate alternatives from those given in the brackets and rewrite the sentences. (Any five) : 5
  - i) ..... is the proof of purchase. (Money/Receipt)
  - ii) World Forest Day is celebrated on ..... (27 March/21 March)
  - iii) In ..... the first cellular phone was available in the market. (1977/1979)
  - iv) ..... is the world environment day. (5 June/7 June)
  - v) The word Dharma is derived from the original language ..... (Marathi/Sanskrit)

vi) The nucleus of humans cell contains ..... chromosomes.  
(48/46)

vii) Test tube baby is the part of ..... (biotechnology/communication)

c) State whether the following statements are true or false and rewrite them. (Any five) : 5

i) To purchase any product without a receipt is good.

ii) Entrepreneur is the leader of the soldiers troop.

iii) Internet is the network of networks.

iv) Aids is a blood transmitted disease.

v) Consumer is a king.

vi) Depression is not a mental illness.

vii) Antibiotics are made up of cells.

d) Match column A with B. 5

"A"

"B"

i) Gutenberg

A) Television

ii) Alexander Graham bell

B) Radio

iii) Philo Farnsworth

C) Rotary printing press

iv) Marconi

D) Telephone

v) Lumiye Brothers

E) Computer

F) Cinema

2. a) Answer the following questions in two or three sentences each. 10  
(Any five) :

i) Write the name of two polluters emitted from automobile vehicles.

ii) What is green house effect?

iii) Write any two mental illnesses.

- iv) Write any two elements of ecosystem.
- v) What is meant by cooperation?
- vi) Write two types of air pollution.
- vii) Write the five main principles of Jainism.

b) Define / explain the following terms. **(Any five) :**

10

- i) Biotechnology
- ii) Fermentation
- iii) Pollution
- iv) Ecology
- v) Positive health
- vi) E-commerce
- vii) Religion

3. Answer the following questions in about 75 to 100 words each. **(Any six) :** 36

- i) Explain the main polluters of water pollution.
- ii) Write the types of sound pollution in short.
- iii) Write the elements of ecosystem in short.
- iv) Differentiate between the culture and civilization.
- v) Explain in brief the types of cooperative societies.
- vi) Write any six uses of computers.
- vii) Write any three uses of industrial fermentation.
- viii) Write in short about any three media of communication.
- ix) What is meant by an entrepreneur? Write four main features of entrepreneurship.

4. Answer the following questions in 150 to 200 words (Any two) :

24

- i) What is meant by pollution? Discuss the four types of pollutions in detail.
  - ii) What is religion? Write about any five religions.
  - iii) Write in detail the duties and responsibilities of consumer.
  - iv) Explain the importance of communication revolution.
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## G02/COM211/EE/20140526

Time : Three Hours

Marks : 100

### Instructions to Candidates :

- 1) Read the question paper carefully.
- 2) Leave enough margin (min. 3 cm) before writing the answers.
- 3) Write the answers in legible handwriting; zero marks will be awarded to illegible handwriting.
- 4) Figures to the right side indicate full marks of a question.
- 5) Write the number of every question and their sub-questions while writing the answer.

5  
6

1. a) Fill in the blanks with appropriate word and complete the sentence. 5  
(Any five) :
  - i) The organization manufacturing goods should have its office near ..... center.
  - ii) In the modern times, an office manager is accepted as .....
  - iii) For effective interpersonal relationship, planning is done .....
  - iv) After selection, ..... is sent to the candidate.
  - v) The use of automatic typewriting machine increases ..... in typist.
  - vi) Office manual helps in understanding ..... and ..... of the office work.
  - vii) The tax levied by Central Government on production is called as .....
- b) State whether the following statements are true or false and rewrite them. (Any five) : 5
  - i) Mailing department in an organization is the part of Indian post and telephone department.
  - ii) Planning is related to work in the past.
  - iii) An office organization have to face the various changes taking place in the business.

- iv) Written test is conducted to test candidate's intelligence.
- v) We can communicate in writing with the help of telex machine.
- vi) The language of the report should be a judicial one.
- vii) For the effective management new methods should not be used.

c) Column A gives you the list of words and column B gives you the list of sentences. Match column A with B. 5

| "A"                  | "B"                             |
|----------------------|---------------------------------|
| i) Proper layout     | A) preservation of document     |
| ii) Personality test | B) addition subtraction         |
| iii) Telephone       | C) efficiency and skill         |
| iv) File             | D) amazing efficiency           |
| v) Counting machine  | E) maximum utilization of space |
|                      | F) communication                |

d) Choose the correct alternatives. (Any five) : 5

- i) While preparing the schedule, calender and ..... are taken into consideration.
 

|          |                     |
|----------|---------------------|
| A) watch | B) counting machine |
| C) tools | D) telephone        |
- ii) To conduct the interview is an/a .....
 

|            |            |
|------------|------------|
| A) science | B) deposit |
| C) art     | D) problem |
- iii) Due to various reason, it is obvious to occur ..... in an organization.
 

|               |              |
|---------------|--------------|
| A) rules      | B) changes   |
| C) promotions | D) questions |

iv) As work load of the organization ..... public relation practice become more essential.

- A) decrease                      B) stable  
C) stop                              D) increase

v) Office manual is useful to the ..... employee.

- A) new                                B) old  
C) nonsuitable                      D) outside

vi) Normally employees ..... automation.

- A) support                          B) oppose  
C) fully support                      D) hardly support

2. Answer the following questions in **two** or **three** sentences each. (Any ten) : 20

- i) What do you mean by communication?
- ii) What is place of office?
- iii) What is office routine?
- iv) State the qualities of office manager.
- v) Write the meaning of workflow.
- vi) Write any two merits of line type organization.
- vii) What is work culture?
- viii) Write the meaning of movability.
- ix) What do you mean by labour turnover?
- x) What is included in office stationery?
- xi) What is microfilm filing?
- xii) Write the meaning of office forms.
- xiii) State the need of automation.
- xiv) What is confidential report?
- xv) State any two objectives of public relation.

3. Answer the following questions in about 75 to 100 words each. (Any six) : 36

- i) Explain the main factors of office environment.
- ii) What are the difficulties in measuring office work?
- iii) State the intellectual qualities of office manager.
- iv) Write the functions of office management.
- v) Explain the steps in selection process.
- vi) What are the types of training?
- vii) Write incoming mailing procedure.
- viii) Write the features of confidential report.
- ix) Explain the criteria for selection of machines.

4. Answer the following questions in 150 to 200 words (Any two) : 24

- i) Explain the secondary functions of an office.
- ii) Write in detail about the sources of recruitment of an employee.
- iii) Write the meaning of filing. Explain the methods of filing.
- iv) What is transfer? Explain the types of transfer.