

# INDIRA UNIVERSITY, PUNE

SET-1

SCHOOL OF COMMERCE AND ECONOMICS- B.COM.

Term End Examination (2025 Pattern) December – 2025 - Semester – I

Subject Name: English Communication-I  
Subject Code: 25COM113T

Max. Marks: 25  
Time: 1:30 Hrs.

## Instructions

- All questions are compulsory
- Draw neat diagrams wherever applicable

CO #	Cognitive Ability	Course Outcome
CO1	Remember	The definitions, key concepts, and characteristics of professional communication, including business letters and soft skills.
CO 2	Understand	The principles, process, and importance of communication, as well as identify barriers and suggest remedies. They will also demonstrate an understanding of the essentials and layout of business letters.
CO4	Analyse	Analyze communication problems and challenges, identifying barriers and suggesting practical remedies. They will also evaluate the effectiveness of business letters and soft skills in a professional context.
CO5	Evaluate	Assess the quality of business communication in real-world examples, evaluating the effectiveness of communication methods, business letter formats, and soft skills in professional environments.

Q1.	<b>Attempt all the questions. (5 marks)</b>	CO 1 CO 2
	<p>1. "Communication is a sum of all the things one person does when he wants to create understanding in the minds of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding. "by .....</p> <p>1. Koontz                      2. Louis A Allen 3. George R Terry        4. none of the above "</p> <p>2. Cluster, Chain, Probability Roumers etc are the types of ..... communication</p> <p>1. diagonal    2. Formal    3. grapevine    4. Social</p> <p>3. "Semantic barrier of communication is implied when the:</p> <p>1. Signal is lost before reaching the receiver 2. message transmitted by the source is unclear</p>	

	<p>3. receiver's attention is diverted 4. receiver does not understand the meaning of the message"</p> <p><b>4. Posters fall under ----- Communication</b></p> <ol style="list-style-type: none"> <li>1. Oral</li> <li>2. non-Verbal</li> <li>3. Written</li> <li>4 Spoken</li> </ol> <p><b>5. organizational barriers The foremost barrier to oral communication is ----</b></p> <ol style="list-style-type: none"> <li>1. Interestedness</li> <li>2. Humility</li> <li>3. Concentration</li> <li>4. Poor listening</li> </ol>	
<b>Q2.</b>	<p><b>Attempt any 1 out of 2</b> <span style="float: right;"><b>(10 Marks)</b></span></p> <p>a. Analyze and identify correct elements of communication process and explain it in detail with suitable diagram</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Discuss the fundamental principles of communication and analyze how they contribute to achieving clarity and effectiveness in professional Communication.</p>	<b>CO 4</b>
<b>Q3</b>	<p><b>Attempt any 1 out of 2</b> <span style="float: right;"><b>(10 Marks)</b></span></p> <p>a. Explain why communication is gaining importance in organizational success. Evaluate how effective communication can influence employee performance.</p> <p style="text-align: center;"><b>OR</b></p> <p>b. Identify the key elements of soft skills and explain their significance in professional development. Evaluate how these elements contribute to career growth and workplace success.</p>	<b>CO 5</b>

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