

SECOND SEMESTER UG DEGREE EXAMINATION, APRIL 2023**(Regular/Improvement/Supplementary)****BBA HONOURS****GBAH2B09T: INTERPERSONAL COMMUNICATIONS****Time: 3 Hours****Maximum Marks: 80****PART A: Answer all the questions. Each carries one mark.****Choose the correct answer.**

1. A commitment to the philosophy and beliefs of your culture that can act as a protective shield against discrimination.....
a) Ethnic identity b) Training c) Acculturation d) Culture
2. Which one of the following is not a part of impression management technique?
a) Excuses b) Acclaim c) Conformity d) Representation
3.messages go beyond recognizing another's existence by confirming what they say or how they feel.
a) Recognition b) Acknowledgement c) Endorsement d) None
4.is described as the state of disagreement or misunderstanding by individuals or groups within the organization resulting from opposing needs, ideas, beliefs, values, or goals.
a) Organisational conflict b) Disagreement c) Argument d) Strike
5.conflict is the conflict between two individuals of the organization. Basically, this occurs because of some differences in people.
a) Intra personal conflict b) Inter personal conflict
c) Dysfunctional conflict d) None of these

Fill in the Blanks.

6. Communication is away process.
7.is the process by which we sort stimuli into a meaningful pattern. It involves grouping, proximity and closure.
8.are unconventional words or phrases that express either something new or something old in a new way.
9. In acommunication climate, people interact confidently and courteously.
10.is the process of passing on information about yourself to someone else – whether you intend to or not.

(10 × 1 = 10 Marks)
(PTO)

PART B: Answer any *eight* questions. Each carries *two* marks.

11. What is crisis management?
12. How personal relationship is connected with your interpersonal communication skill?
13. How perception affects communication?
14. What is dialect?
15. How does language effects your interpersonal communication?
16. How important is empathy in communication?
17. What do you mean by intimacy?
18. How important is trust in interpersonal relations?
19. How does bargaining becomes a strategy of conflict resolution?
20. How power is defined?

(8 × 2 = 16 Mark)

PART C: Answer any *six* questions. Each carries *four* marks.

21. What are the different types of interpersonal communication?
22. Explain the concept of self presentation and impression management by Goffman.
23. What are the possible limitations of language as a communication tool?
24. Distinguish between supportive and defensive messages.
25. How work place relations can be managed by an employer?
26. Identify some reasons for the prevalence of intergroup conflict in organizations.
27. What are the different forms of power?
28. What are the importance of power in an organisation?

(6 × 4 = 24 Marks)

PART D: Answer any *two* questions. Each carries *fifteen* marks.

29. How does non verbal messages interact with verbal communication? What are the different types of non verbal communication?
30. Communication is said to be the basis of every interpersonal relationship. Validate this statement.
31. Prepare a resume to apply for a sales manager job. You are having 2 years' experience in the job. Include all the components of a resume. Also include a cover letter for the same.

(2 × 15 = 30 Marks)

(6 × 4 = 24 Marks)

PART E: Answer any *two* questions. Each carries *fifteen* marks.

29. How does non verbal messages interact with verbal communication? What are the different types of