

SECOND SEMESTER UG DEGREE EXAMINATION, APRIL 2024

(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. Communication is the art of imparting
a) Training. b) Information. c) Message. d) Knowledge.
2. Rooms with comfortable chairs invite relaxation while stiff chairs prompt formality. This refers to
a) Chronemics. b) Artifacts. c) Environmental factors. d) Physical appearance.
3. The decision of two individuals to stay together forever is called.....
a) Commitment. b) Intimacy. c) Passion. d) Mis understanding.
4. It refers to the behavioral characteristic, typical of a group, it can be defined as all the ways of life including arts, beliefs and institutions of a population that are passed down from generation to generation. Match this statement with one of the following concepts
a) Culture. b) Communication. c) Social lag. d) Norms.
5.messages go beyond recognizing another's existence by confirming what they say or how they feel.
a) Recognition. b) Acknowledgement. c) Endorsement. d) None.

Fill in the Blanks.

6. Interpersonal skills are also known as.....
7. refers to the study of eye contact and pupil dilation in terms of nonverbal communication.
8. Acommunication climate is made when the people involved feel awkward and uncomfortable and refuse to share.
9. power refers to 'the capacity to influence others on the basis of an identification with and respect for the power holder.
10. power is based on expertise.

(10 x 1 = 10 Marks)

(PTO)

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

11. What is acculturation?
12. Differentiate between active listening V/s passive listening.
13. What is verbal communication?
14. Why we form relationship?
15. How your communication is related with geographical location?
16. How important is empathy in communication?
17. What is dysfunctional conflict?
18. How can conflict be good for an organization?
19. What is referent power?
20. What is a cover letter?

(8 x 2 = 16 Marks)

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

21. What are the axioms of interpersonal communication?
22. "We have two ears and one mouth so that we can listen twice as much as we speak."- Elaborate the statement in the context of the importance of listening skills in personal as well as professional life.
23. How to improve interpersonal relationship at workplace?
24. Explain the different forms of disagreeing messages.
25. What are the reasons of interpersonal conflict?
26. What are the characteristics of power?
27. List out the different types of resume.
28. What is the importance of maintaining good etiquette?

(6 x 4 = 24 Marks)

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

29. What is impression management? What are its types? Write the ways of technically creating impression.
30. How does language functions as an important component in communication? Validate with sufficient points.
31. Relationships don't develop suddenly. Explain its stages. How can you keep a balance in your relations?

(2 x 15 = 30 Marks)