

**R.N.G.PATEL INSTITUTE OF TECHNOLOGY-RNGPIT***(An Autonomous Institute U/s UGC Act 1956)***ONLINE MBA SEMESTER-I, SEMESTER END EXAMINATION – WINTER 2025****SUBJECT CODE: 1MBDL105****DATE: 09-01-2026****SUBJECT NAME: MANAGERIAL COMMUNICATION****TIME: 09:00 AM to 11:30 PM****TOTAL MARKS: 50****Instructions**

1. It is **compulsory** for students to write **Enrolment No. /Seat No.** on the question paper.
2. Write answers of **Section A** and **Section B** in **separate answer books**.
3. Attempt all questions from both **Section A** and **Section B**.
4. Each section carries **25 marks**, with a total of **50 marks** for the examination.
5. The figures to the right of each question indicate full marks, make suitable assumptions with justification.
6. BL - Bloom's Taxonomy Levels (R-Remember, U-Understanding, A –Application, N –Analyze, E – Evaluate, C -Create), CO - Course Outcomes

**SECTION A****Marks BL CO****Q.1 Multiple-Choice Questions****[05]**

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|--|----------|----------|----------|
| (a) Effective communication can lead to?   | <b>1</b> | <b>R</b> | <b>1</b> |
| (i) Reduced misunderstanding   |          |          |          |
| (ii) Ineffective teamwork  |          |          |          |
| (iii) Increased barriers   |          |          |          |
| (iv) Low productivity  |          |          |          |
| (b) Which of the following is a barrier in group discussions?                                | <b>1</b> | <b>R</b> | <b>2</b> |
| (i) Active listening?  |          |          |          |
| (ii) Mutual respect  |          |          |          |
| (iii) Dominating one speaker   |          |          |          |
| (iv) Clear objectives  |          |          |          |
| (c) Which of these helps improve self-perception in communication?                           | <b>1</b> | <b>U</b> | <b>2</b> |
| (i) Ignoring others' opinions  |          |          |          |
| (ii) Ignoring others' opinions   |          |          |          |
| (iii) Disregarding feedback  |          |          |          |
| (iv) Ignoring body language  |          |          |          |
| (d) Which of the following is a key characteristic of effective interpersonal communication? | <b>1</b> | <b>U</b> | <b>2</b> |
| (i) Speaking loudly  |          |          |          |
| (ii) Ignoring emotions   |          |          |          |
| (iii) Listening attentively  |          |          |          |
| (iv) Avoiding body language  |          |          |          |
| (e) Which of these are considered forms of communication in the business environment?        | <b>1</b> | <b>R</b> | <b>1</b> |
| (i) Email  |          |          |          |
| (ii) Video conferences   |          |          |          |
| (iii) Telephone calls  |          |          |          |
| (iv) All of the above  |          |          |          |

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| <b>Q.2 Attempt Any Two</b>   | <b>[10]</b>  |
| (a) Explain communication process in detail.                                       | <b>5 R 1</b> |
| (b) Why is non-verbal communication important in business interactions?            | <b>5 U 1</b> |
| (c) Discuss the importance of feedback in the communication process.               | <b>5 A 1</b> |
| <b>Q.3 Attempt Any Two</b>   | <b>[10]</b>  |
| (a) Describe the key aspects of effective interpersonal communication.             | <b>5 R 2</b> |
| (b) Discuss the role of active listening in effective interpersonal communication. | <b>5 U 2</b> |
| (c) Explain the steps involved in a successful interview.                          | <b>5 A 2</b> |

## SECTION B

|  | <b>Marks BL CO</b> |
|--|--------------------|
| <b>Q.4 Multiple-Choice Questions</b>                                       | <b>[05]</b>        |
| (a) Written communication is most effective when it is:                    | <b>1 R 3</b>       |
| (i) Long and descriptive   |                    |
| (ii) Clear, concise, and well-structured                                   |                    |
| (iii) Filled with technical jargon   |                    |
| (iv) Informal and casual   |                    |
| (b) Which of these is NOT a common part of a formal letter?                | <b>1 U 4</b>       |
| (i) Inside address   |                    |
| (ii) Complimentary close   |                    |
| (iii) Personal anecdotes   |                    |
| (iv) Subject line  |                    |
| (c) Which of the following is the most important feature of a Resume?      | <b>1 U 3</b>       |
| (i) Detailed personal stories  |                    |
| (ii) Lengthy paragraphs  |                    |
| (iii) Highlighting skills and achievements concisely                       |                    |
| (iv) Photos and decorative fonts   |                    |
| (d) Which of the following is the first step in effective time management? | <b>1 R 3</b>       |
| (i) Delegation   |                    |
| (ii) Setting goals   |                    |
| (iii) Multitasking   |                    |
| (iv) Rewarding yourself  |                    |
| (e) Empathy means:   | <b>1 R 4</b>       |
| (i) Feeling sorry for someone  |                    |
| (ii) Understanding another person's feelings                               |                    |
| (iii) Ignoring other's emotions  |                    |
| (iv) Giving advice without listening                                       |                    |

|  |             |          |          |
|--|-------------|----------|----------|
| <b>Q.5 Attempt Any Two</b>   | <b>[10]</b> |          |          |
| (a) Describe the structure and essential components of a formal business letter with an example. | <b>5</b>    | <b>A</b> | <b>3</b> |
| (b) What is a cover letter? Explain its structure in complementing a resume?                     | <b>5</b>    | <b>U</b> | <b>3</b> |
| (c) Differentiate between formal and informal written communication with suitable examples.      | <b>5</b>    | <b>E</b> | <b>3</b> |

|   |             |          |          |
|---|-------------|----------|----------|
| <b>Q.6 Attempt Any Two</b>  | <b>[10]</b> |          |          |
| (a) What are the common barriers to effective time management? Suggest practical ways to overcome them. | <b>5</b>    | <b>A</b> | <b>4</b> |
| (b) Discuss the factors that enhance or hinder creativity in individuals or teams.                      | <b>5</b>    | <b>U</b> | <b>4</b> |
| (c) Why is empathy important in workplace relationships and teamwork? Discuss with examples.            | <b>5</b>    | <b>R</b> | <b>4</b> |

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