

- Instructions:**
- 1) All questions carry equal marks.
 - 2) Attempt any questions from the internal choice available.
 - 3) Figures to the right indicate full marks.

Q.1 Describe the process of communication? Draw a diagram. 15

OR

Q.1 Analyse the advantages and limitations of written communication?

Q.2 Define 'E Mail'. Explain advantages and disadvantages of e-mail in short? 15

OR

Q.2 What is meant by "Communication Gap"? Explain with examples.

Q.3 'It's an art to listen'? Give reasons for your answer? 15

OR

Q.3 'Silence' as a mode of communication?

Q.4 Write short Notes on (any three) 15

- 1) Grapevine
- 2) Horizontal communication
- 3) Telex and Telephone
- 4) Cultural Barriers
- 5) Semantic Barriers.

