

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

MCA – I Sem.(2017-20 Batch)

Subject: - Communication & Soft Skills
(End Semester Examination)

Date: 2/12/2017

Duration: 2 Hrs.

Maximum Marks: 25

Note: (1) All questions are compulsory. (2) Marks for the question are indicated on the right.

Q1) Case Study Analysis (10)
Imagine you are the manager in the following case study.

Discuss the communication issues involved in the above case study and state how YOU would respond in this situation. If you have a personal experience to justify your points, please use the example(s).

“You are the manager of a research department with 12 members of staff. Most of the work undertaken is based on work benches needing skills and experience; therefore you have selected first-class workers.

Eleven of the men in your group are rather young adult at an average age of 30 years. They usually are in good spirits and come up with lots of harmless mischief.

The way you currently view the situation is that the work load is not suffering from this. Therefore you don't feel a need to intervene. Most of the men grew up in the town and they often socialise outside working hours.

Jörg Adams is the informal leader of the group and the youngest. Up until the last year he was an active football player and the supporting pillar of his club. A new worker joined the department two weeks ago . Andreas Kluge, aged 52, arrived with excellent references as a highly qualified worker and he proved himself in this.

Herr Kluge is a resettler of the former Soviet Union and moved into town many years ago. He joined the company at the age of 33. Andreas Kluge keeps his distance and usually does not join the others when they are joking and messing about. He works quickly and precisely on his tasks. Apart from the tools that the company provides he brings his own tool box and takes special pride in it. Herr Kluge keeps his work bench very clean at all times – rather unlike his colleagues.

Herr Kluge did not leave after finishing his work this afternoon but asked to have a word with you once the others had left. He said: ‘I don't want to moan and nag you or tell you how you should be doing your manager's job but now my colleagues

simply have crossed the line. This is something that is not to happen in the work place and apart from that it's rather dangerous. If they keep on doing it, on day somebody will be hurt. I only need to recall the day they messed about with the compressed-air hose.'

Q2) a) Of verbal and non-verbal communication in a workplace, which one is considered more important and why? **(8)**

OR

b) In a workplace does what are the various channels of communication?

Q3) a) Describe in detail the role of technology in communication. **(7)**

OR

b) Elaborate on barriers to communication and discuss the ways one can overcome them in the workplace.
