
Indian Maritime University
(A Central University, Govt of India)
End Semester Examinations – December 2025
Programme Name: MBA (ITL/PSM)
Semester: I
Subject Code: PG22/21T4107
Subject Name: Managerial Communication

Date: 19.12.2025

Max Marks: 60

Duration: 03 Hrs

Pass Marks: 30

Section A

Ten MCQs/Fill in the Blanks of 01 Mark each – Choose the correct answer as applicable.

1. What does the term "semantic barrier" refer to in communication?
 - A. A barrier caused by emotional issues.
 - B. A barrier caused by differences in understanding of words and symbols.
 - C. A barrier caused by poor environmental conditions.
 - D. A barrier caused by physical distance between communicators.
2. Informal communication is otherwise known as _____ communication.
 - A. Grapevine.
 - B. Lateral.
 - C. Visual.
 - D. Horizontal.
3. Words and phrases that link ideas in or between paragraphs are called:
 - A. Linking verbs
 - B. Clauses
 - C. Contractions
 - D. Transitions
4. During which stage does a writer typically brainstorm, plan, and organize ideas?
 - A. Drafting
 - B. Revising
 - C. Prewriting
 - D. Editing
5. What is the primary purpose of an executive summary?
 - A. To provide a complete, in-depth analysis of the entire document.
 - B. To offer a concise overview of a longer document for quick understanding.
 - C. To detail the methodology used in the research.
 - D. To include extensive footnotes and citations.

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6. Bibliography _____
- A. Helps those interest in further research.
 - B. Shows vast knowledge of researcher.
 - C. Makes the point authentic.
 - D. Is an optional part of the report.
7. Which of these must be avoided in any presentation?
- A. Proper grammar
 - B. Complex words
 - C. Short sentences
 - D. Clear voice
8. What should you do at the very beginning of a presentation?
- A. Tell a story
 - B. Introduce yourself
 - C. Ask questions
 - D. Start with presentation with itself
9. Which kind of interview includes a process in which the employability of the job applicant is evaluated?
- A. Stress interview.
 - B. Screening interview
 - C. Group interview
 - D. Behavioural interview
10. What is the main purpose of face to face interview?
- A. It is less time consuming
 - B. It allows for better assessment and non-verbal cues.
 - C. It is cheaper than other interview method.
 - D. It eliminates the need for travel.

Section B

Five Questions of 02 Marks each

- 11. What are 'Euphemisms'?
- 12. Briefly explain the use of blogs in business communication.
- 13. What is a "synopsis"?
- 14. Define oral communication Skills.
- 15. Define ' working interview'.

Section C

Seven Questions of 8 Marks each of which any 05 questions to be answered.

- 16. Discuss various barriers to communication.
- 17. What do you understand by 'Grapevine Communication'? State two major advantages and two major disadvantages of Grapevine Communication. Discuss the types of grapevine communication. (2 + 2 + 4)
- 18. Explain planning stage of writing a business message.
- 19. Discuss various elements that has to be included while writing a formal report.

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20. What does the term "presentation" mean? Describe each section of the presentation in detail.
 21. Write down various tips to make a speech effective.
 22. Describe the basic interviewing principles and how the interview should be concluded.
