

Indian Maritime University
(A Central University, Govt of India)

Sep/Oct'25 SE

Programme Name: MBA (ITL/PSM)

Semester: I

Subject Code: PG22T3106/PG21T3106

Subject Name: Managerial Communication

Date: 06.09.2025	Max Marks: 60
Duration: 03 Hrs	Pass Marks: 30

General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) Options, if any, are specified in respective section.

Section A

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

1. The term 'communication' is derived from _____.
 - a. the Greek word 'communiq'
 - b. the Latin word 'communiq'
 - c. the French word 'communis'
 - d. the Latin word 'communis'
2. In general, non-verbal communications are;
 - a. indifferent
 - b. impractical
 - c. subconscious
 - d. all of the above
3. Which among the followings is a physical barrier in communication?
 - a. Time and distance
 - b. Decoding
 - c. Encoding
 - d. All of the above
4. An office order is an example of _____.

Five Questions of 02 Marks each

11. What do you understand by Management by Walking Around?
12. Discuss the term 'Kinesics'?
13. What are the components of Paralanguage?
14. What do you understand by Proofreading?
15. Do you agree that in the case of an oral presentation, audience analysis is necessary? – Justify your answer.

Section C

Seven Questions of 08 Marks each of which any 05 questions to be answered.

16. Classify different types of communication based on their directions. Explain the types in detail along with respective advantages and disadvantages.

(8)

17. What are the two types of feedback? What are the requirements for effective feedback?

(3+5=8)

18. What do you understand by a Notice? What are the requirements of the same?

(2+6=8)

19. What is a research report? Discuss briefly on different parts of a research report.

(1+7=8)

20. You are working as the branch manager of XYZ Bank. The bank branch operates with a limited number of employees. Among the banking services, handling cash is one of the crucial activities and is being taken care of by the 'cashier'. Last week, the cashier was absent from work for three consecutive days and another employee was deputed for cash handling. Unfortunately, at the end of the week, it was discovered that there was a mismatch between cash in hand and cashbook balances. On the other hand, the existing jobs of the person (who was deputed to handle cash) got stuck as he was engaged in cash-handling activities. You realise that it's getting difficult day by day to run the bank branch with adequate efficiency and accuracy due to manpower-related problems.

As a branch manager, you spoke to XYZ Bank headquarters regarding the above problem. The headquarters has asked to submit a proposal to solve this manpower-related problem.

As the branch manager, prepare the above proposal requesting for necessary manpower to run the branch with adequate efficiency and accuracy. (8)

21. You are working as a team leader of a software company in which you are leading a team of 10 software engineers who are from different parts of India as well as two of them are from Bangladesh and Srilanka.