

SHRI RAMSWAROOP MEMORIAL UNIVERSITY

End Semester Examination (2021-22)-Odd Semester

**BCA,BBA, B.Sc. (IT), B.Sc.(PCM),B.Com.(H), BBA LLB(H), B.Com.LLB(H)
BALLB(H),BA(H)ECO, BA(H)ENG/SOC/PSY/Pol.Sci, BSW
- I Year (I Sem)**

Course Name: Functional English

Code: BHU1001

Time: 02 Hours

Max Marks: 60

University Roll No.

(To be filled by the Student)

Note: Please read instructions carefully:

- The question paper has 03 sections and it is compulsory to attempt all sections.*
- All questions of Section A are compulsory; questions in Section B and C contain choice.*

Section A: Very Short Answer type Questions		BL	CLO	Marks
Attempt all the questions.				(10)
1.	Illustrate various types of listening	BL2	CLO3	02
2.	What do you mean by downward flow of communication?	BL1	CLO2	02
3.	Define transitive and intransitive verb with suitable examples.	BL1	CLO1	02
4.	Explain interpersonal communication.	BL2	CLO2	02
5.	List various psychological barriers to communication.	BL1	CLO2	02
Section B: Short Answer Type Questions		BL	CLO	Marks
Attempt any 03 out of 05 questions.				(30)
1.	Elaborate your ideas on the topic "A friend in need is a friend indeed".	BL6	CLO3	10
2.	Make use of a diagram to discuss the process of communication.	BL3	CLO2	10
3.	Design a situational conversation on "Job Interview or "Registration Desk for Participating in Science Exhibition.	BL6	CLO3	10
4.	Develop a press note on the "Fresher's Party" held recently in your university.	BL6	CLO4	10
5.	List out common/proper/collective/abstract nouns in the following sentences: I. Always speak the truth. II. Honesty is the best policy. III. King Solomon was famous for his wisdom. IV. A committee of five was appointed. V. We saw a fleet of ships in the harbour. VI. He gave me a bunch of grapes.	BL1	CLO1	10

	VII. London is on the river Thames. VIII. Cleanliness is next to godliness. IX. Wisdom is better than riches. X. Winston Churchill was one of the greatest Prime Ministers of England			
Section C: Long Answer Type Questions/Case Study Attempt any 01 out of 03 questions. Answer question in appropriate word limit.		BL	CLO	Marks (20)
1.	Create a letter to the Editor of a newspaper appealing for help for the victims of flood.	BL6	CLO4	20
2.	Develop a précis of the following passage and give the suitable title. It is physically impossible for a well-educated, intellectual, or brave man to make money the chief object of his thoughts just as it is for him to make his dinner the principal object of them. All healthy people like their dinners, but their dinner is not the main object of their lives. So all healthy minded people like making money ought to like it and enjoy the sensation of winning it; it is something better than money. A good soldier, for instance, mainly wishes to do his fighting well. He is glad of his pay—very properly so and justly grumbles when you keep him ten years without it—till, his main mission of life is to win battles, not to be paid for winning them. So of clergymen. The clergyman's object is essentially baptize and preach not to be paid for preaching. So of doctors. They like fees no doubt—ought to like them; yet if they are brave and well-educated the entire object to their lives is not fees. They on the whole, desire to cure the sick; and if they are good doctors and the choice were fairly to them, would rather cure their patient and lose their fee than kill him and get it. And so with all the other brave and rightly trained men: their work is first, their fee second—very important always; but still second.	BL6	CLO4	20
3.	Examine the passage carefully and give the answers of the following questions. The majority of successful senior managers do not closely follow the classical rational model of first clarifying goals, assessing the problem, formulating options, estimating likelihoods of success, making a decision, and only then taking action to implement the decision. Rather, in their day-by-day tactical maneuvers, these senior executives rely on what is vaguely termed “intuition” to manage a network of interrelated problems that require them to deal with	BL3	CLO4	20

ambiguity, inconsistency, novelty, and surprise; and to integrate action into the process to thinking.

Generations of writers on management have recognized that some practicing managers rely heavily on intuition. In general, however, such writers display a poor grasp of what intuition is. Some see it as the opposite of rationality; others view it as an excuse for capriciousness.

Isenberg's recent research on the cognitive processes of senior managers reveals that managers' intuition is neither of these. Rather, senior managers use intuition in at least five distinct ways. First, they intuitively sense when a problem exists. Second, managers rely on intuition to perform well-learned behavior patterns rapidly. This intuition is not arbitrary or irrational, but is based on years of painstaking practice and hands-on experience that build skills. A third function of intuition is to synthesize isolated bits of data and practice into an integrated picture, often in an "Aha!" experience. Fourth, some managers use intuition as a check on the results of more rational analysis. Most senior executives are familiar with the formal decision analysis models and tools, and those who use such systematic methods for reaching decisions are occasionally leery of solutions suggested by these methods which run counter to their sense of the correct course of action. Finally, managers can use intuition to bypass in-depth analysis and move rapidly to engender a plausible solution. Used in this way, intuition is an almost instantaneous cognitive process in which a manager recognizes familiar patterns.

One of the implications of the intuitive style of executive management is that "thinking" is inseparable from acting. Since managers often "know" what is right before they can analyze and explain it, they frequently act first and explain later. Analysis is inextricably tied to action in thinking/acting cycles, in which managers develop thoughts about their companies and organizations not by analyzing a problematic situation and then acting, but by acting and analyzing in close concert.

Given the great uncertainty of many of the management issues that they face, senior managers often instigate a course of action simply to learn more about an issue. They then use the results of the action to develop a more complete understanding of the issue. One implication of thinking/acting cycles is that action is often part of defining the

problem, not just of implementing the solution.

Q1. According to the passage, senior managers use intuition in all of the following ways EXCEPT to

- (A) speed up of the creation of a solution to a problem
- (B) identify a problem
- (C) bring together disparate facts
- (D) stipulate clear goals
- (E) evaluate possible solutions to a problem

Q2. The passage suggests which of the following about the “writers on management” mentioned in paragraph 2?

- (A) They have criticized managers for not following the classical rational model of decision analysis.
- (B) They have not based their analyses on a sufficiently large sample of actual managers.
- (C) They have relied in drawing their conclusions on what managers say rather than on what managers do.
- (D) They have misunderstood how managers use intuition in making business decisions.
- (E) They have not acknowledged the role of intuition in managerial practice

Q3. According to the passage, the classical model of decision analysis includes all of the following EXCEPT

- (A) evaluation of a problem
- (B) creation of possible solutions to a problem
- (C) establishment of clear goals to be reached by the decision
- (D) action undertaken in order to discover more information about a problem
- (E) comparison of the probable effects of different solutions to a problem

Q4. The passage provides support for which of the following statements?

- (A) Managers who rely on intuition are more successful than those who rely on formal decision analysis.
- (B) Managers cannot justify their intuitive decisions.
- (C) Managers’ intuition works contrary to their rational and analytical skills
- (D) Logical analysis of a problem increases the number of possible solutions.

<p>(E) Intuition enables managers to employ their practical experience more efficiently.</p> <p>Q5. It can be inferred from the passage that which of the following would most probably be one major difference in behavior between Manager X, who uses intuition to reach decisions, and Manager Y, who uses only formal decision analysis?</p> <p>(A) Manager X analyzes first and then acts; Manager Y does not.</p> <p>(B) Manager X checks possible solutions to a problem by systematic analysis; Manager Y does not</p> <p>(C) Manager X takes action in order to arrive at the solution to a problem; Manager Y does not.</p> <p>(D) Manager Y draws on years of hands-on experience in creating a solution to a problem; Manager X does not.</p> <p>(E) Manager Y depends on day-to-day tactical maneuvering; manager X does not</p>			
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