DIPLOMA PROGRAMME EXAMINATION — JUNE, 2018.

DATA RECOVERY

Time : 3 hours   Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL the questions.

1. What software detects and removes or quarantines computer viruses?

    (a) Backup   (b) Anti-virus

    (c) Firewall   (d) Biometrics

2. A honey pot is an example of what type of software?

    (a) Encryption

    (b) Security-auditing

    (c) Virus

    (d) Intrusion-detection

3. What is a type of virus that spreads itself, not just from file to file, but from computer to computer via e-mail and other Internet traffic?

   (a) Computer virus

   (b) Worm

   (c) Denial-of-service attack

   (d) None of the above

4. Which type of software monitors a computer or network for potential weaknesses?

   (a) Public key encryption

   (b) Firewall

   (c) Virus

   (d) Intrusion-detection

5. Which of the following is a characteristic of a firewall?

   (a) Examines each message as it seeks entrance to the network

   (b) Blocks messages without the correct markings from entering the network

   (c) Detects computers communicating with the Internet without approval

   (d) All of the above

6. Hidden to archive to copy the file to

   (a) C:\ windows\sys.dat

   (b) C:\ windows\system.dat

   (c) C:\ windows\sys.exe

   (d) C:\ windows\system.exe

7. Regedit.exe is include with —————————— and window 2000 primarily for its search capability.

   (a) Window 2000   (b) Window NT

   (c) Window NT 4.0   (d) Window NT 1.0

8. Additional information about trouble shooting memory related issues can be found on document

   (a) CH000375   (b) CH000350

   (c) CH000250   (d) CH000007

9. NIC stands for —————————.

   (a) Network Interface Card

   (b) Network Inter Card

   (c) Network Interaction Card

   (d) Network Internal Card

10. All of the following are examples of real security and privacy risks EXCEPT:

    (a) hackers   (b) spam

    (c) viruses   (d) identity theft

11. The purpose of backup is:

    (a) To restore a computer to an operational state following a disaster

    (b) To restore small numbers of files after they have been accidentally deleted

    (c) Is to free space in the primary storage

    (d) Both (a) and (b)

12. Backup of the source data can be created

    (a) On the same device

    (b) On another device

    (c) At some other location

    (d) All the above

13. Which of the following backup technique is most space efficient?

    (a) Full backup

    (b) Incremental backup

    (c) Differential backup

    (d) None of above

14. To decide on a backup strategy for your organization, which of the following should you consider?

    (a) RPO (Recovery Point Objective)

    (b) RTO (Recovery Time Objective)

    (c) Both RPO and RTO

    (d) None of the above

15. Which of the following can be used for reducing recovery time?

    (a) Automatic failover

    (b) By taking backup on a faster device

    (c) Taking multiple backups — one in same location, another at different location

    (d) All the above

16. Data protection is required to recover from

    (a) Disk/System failures

    (b) Software corruption through virus

    (c) Human errors

    (d) All the above

17. This is the activity of copying files or databases so that they will be preserved in case of equipment failure or other catastrophe.

    (a) Snapshot   (b) Replication

    (c) Archival   (d) Backup

18. The BIOS is a program stored in

    (a) ROM   (b) RAM

    (c) Hard disk   (d) CD

19. Data dector's software system support

    (a) FAT16   (b) FAT32

    (c) NTFS   (d) All of the above

20. The virus infected executable program files such as those with extension like

    (a) .bin   (b) .com

    (c) .exe   (d) all of the above

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions.

21. Describe the different type of Viruses.

22. Explain running scandisk to check for disk errors.

23. Explain free hard disk backup and restoreutilities.

24. Describe how applications use the registry.

25. Explain the FAT File Recovery Software.

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26. How do we repairing corrupted registry file?

27. Write details about Disk Cloning using GHOST.

28. Explain about command line editing.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

29. Explain about the fixing common disk problems.

30. Describe the understanding tracks and sectors.

31. Discuss recovering data after physical damage.

32. What are the advantages and disadvantages of centralized registry compared to separate configuration files?

33. What is the Registry? And write the structure of the registry.

———————

DIPLOMA EXAMINATION —
JUNE, 2018.

Programme

COMPUTER HARDWARE SERVICING

Time : 3 hours   Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL questions.

1. From what location are the 1st computer instructions available on boot up?

    (a) ROM BIOS   (b) CPU

    (c) Boot.ini   (d) CONFIG.SYS

2. Missing slot covers on a computer can cause.

    (a) over heat

    (b) power surges

    (c) EMI

    (d) incomplete path for ESD

3. In laser printer technology, what happens during the conditioning stage?

   (a) The corona wire places a uniform positive charge on the paper

   (b) A uniform negative charge is placed on the photosensitive drum

   (c) A uniform negative charge is placed on the toner

   (d) All of the above

4. ESD would cause the most damage to which component?

   (a) Power supply   (b) Expansion board

   (c) Monitor   (d) Keyboard

5. To view any currently running Terminate Stay Resident (TSR's) programs you could type:

   (a) Memory   (b) MEM

   (c) SYS/M   (d) Memmaker

6. Most PCs give a single beep on bootup to indicate they are ok hardware wise. You boot your PC and don't get a beep. What should you check first?

   (a) System board   (b) RAM

   (c) Microprocessor   (d) SPEAKER

7. Which peripheral port provides the FASTEST throughput to laser printers?

    (a) RS-232   (b) SCSI

    (c) Parallel   (d) Serial

8. The mouse pointer moves erratically, what is the possible cause? The mouse

    (a) ball is dirty

    (b) is not connected

    (c) driver is not installed properly

    (d) has an incorrect IRQ setting

9. Your customer tells you the print quality of their dot matrix printer is light then dark. Which of the following could cause the problem?

    (a) Paper slippage

    (b) Improper ribbon advancement

    (c) Paper thickness

    (d) Head position

10. The terms "red book", "yellow book", and 'orange book" refer to:

    (a) SCSI

    (b) Ide

    (c) Floppy drive technology

    (d) CD-ROM standards

11. What beep codes could indicate a system board or power supply failure?

   (a) steady short beep

   (b) no beep

   (c) one long continuous beep tone

   (d) all of the above

12. In Inkjet technology the droplets of ink are deflected by.

   (a) multi directional nozzles

   (b) electronically charged plates

   (c) high pressure plates

   (d) electro static absorbtion

13. What voltage does a Pentium system use?

   (a) +12 volts   (b) + 5 volts

   (c) + 8 volts   (d) +3.3 volts

14. CRT stands for

   (a) Cathode ray tube

   (b) Cathode real tube

   (c) Cathode real terminal

   (d) None of the above

15. The ———————— was 30 per second dot matrix printer.

   (a) LA03   (b) LA30

   (c) LA33   (d) LA43

16. On the PC side, the printer port is a:

   (a) 25 pin female serial connector

   (b) 15 pin female parallel connector

   (c) 25 pin male serial connector

   (d) 25 pin female parallel Connector

17. During boot-up, the memory test:

   (a) Is a superfluous step that should be ignored

   (b) Checks and verifies that contiguous memory is installed

   (c) Is an operational error

   (d) Displays what memory is installed, but nothing else

18. The speed of the processor is

   (a) KHz   (b) MHz

   (c) GHz   (d) Either (b) or (c)

19. On a dot matrix printer, you should never lubricate which part?

    (a) carriage rails

    (b) print head pins

    (c) paper advance bearings

    (d) carriage bearings

20. Match the device driver HIMEM.SYS to its operation.

    (a) Supports (ANSI) terminal emulation

    (b) Manages the use of extended memory

    (c) Uses expanded memory on a 80386 processor

    (d) Supports code page switching

    SECTION B — (5 × 5 = 25 marks)

    Answer any FIVE questions.

21. Explain ROM BIOS organization and services.

22. Describe navigating and changing CMOS values.

23. Explain about near letter quality.

24. Describe the impact vs non-impact and inside an inkjet printer.

25. Explain advanced chipset features.

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26. Explain POST test sequence and error message.

27. Describe System configuration summary.

28. Write detail about External peripheral connection procedure.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

29. Explain in detail about the history of computer.

30. Discuss in detail about bus architecture system.

31. Explain about video card failure and I/O conflict.

32. Explain SMPS and front panel control.

33. What is a printer server? And how to setup print server in windows 2000/2003?

———————

DIPLOMA PROGRAMME EXAMINATION — JUNE, 2018.

Computer Hardware Servicing

TROUBLE SHOOTING

Time : 3 hours   Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL questions.

1. If you turn on a PC and the boot-up process halts, giving you the message: "Non-System disk or disk error....Replace and press any key when ready", the problem is likely:

    (a) A non-bootable floppy disk is in the floppy-disk drive and you should remove it

    (b) The hard-drive has failed and you should replace it

    (c) RAM has failed and you should replace it

    (d) A key on the keyboard is stuck and the keyboard should be replaced

2. If you turn on a PC and the system unit is clearly ON, but the monitor is dark, the problem could be that:

(a) The monitor is not turned ON

(b) The monitor is not plugged in

(c) The monitor is not connected to the PC

(d) Any or all of the above

3. If PC freezes or behaves otherwise erratically and the system unit is very quiet, the most likely cause is:

(a) A virus has infected the system

(b) The hard-drive is almost out of space

(c) The CMOS RAM is failing

(d) The power-supply fan has failed and the system is overheating

4. What should you do if you receive the following message:

Cannot find a device file that may be needed to run Windows or a Windows application....zyvxd 386 Press any key to continue?

(a) Power the machine OFF, then ON to resync the kernel

(b) Replace the hard drive

(c) Start Windows and run Scandisk to reload the missing file(s)

(d) Press any key to continue loading Windows and, then, either reload the missing file or remove the line in SYSTEM. INI that loads it

5. Which answer best describes the following:

"g:\progra~1\indexes\mydocs\gregfoot\
bigbaby.doc"

(a) A line of Grep programming code relating to the bigbaby time constant

(b) The location of a tile called BIGBABY.DOC which is located in the gregfoot subdirectory on drive g:

(c) Programming code which defines a small footprint, mini tower PC

(d) An illegal error from a document called Programming for UNIX, which the word processor, DOS, can't find

6. What is a GPF?

(a) A hard drive ye with insufficient available space

(b) Part of the Microsoft General Procedures For Windows operating systems

(c) A Windows General Protection Fault

(d) All of the above

7. The physical part of the PC that keeps track of the hardware resources on the system is he:

   (a) ROM BIOS Chip

   (b) CMOS RAM

   (c) Hard Drive

   (d) Power Supply

8. For ALL PC generations beyond the first, when most PCs are powered OFF, the clock and calendar in the system:

   (a) Continue to function because they are powered by an on-board battery

   (b) Continue to function because they are powered by wind-up spring like a wristwatch

   (c) Cease to function and must be reset after re-boot

   (d) None of the above

9. Which of the following contains the PATH variable in an MS-DOS environment?

   (a) AUTOEXEC.BAT

   (b) PATHSET.EXE

   (c) This cannot beset in MS-DOS

   (d) The PATH can only be set by the System Administrator during times of peak usage

10. What's likely to happen when Windows' System Resources drop below 60%?

   (a) Intel Pentium CPU chips run more efficiently

   (b) Anti-viral applications can safely scan system flies

   (c) The system will crash

   (d) The system will overheat

11. If a user wants to add another adapter card into a PC, the first concern would be:

   (a) Is the card a "Plug-and-Play' card?

   (b) Would there be enough hard-drive space for the driver-software for the card?

   (c) Would tile power supply be able to provide enough power for the card?

   (d) Is there a vacant slot available for the card?

12. Which Windows tile loads applications that run when Windows opens?

   (a) AUTOEXEC.BAT

   (b) WIN.INI

   (c) SYSTEM.INI

   (d) Either (a) or (c) above

13. If, upon booting up a PC, you see a message that says: Keyboard error, it could very likely be:

    (a) The keyboard is not attached to the PC

    (b) The keyboard has failed

    (c) Either (a) or (b) above

    (d) Neither (a) nor (b) above

14. If, upon booting up a PC, you see a message that says: Invalid drive configuration, it could very likely be:

    (a) The hard drive cable within the system unit is not attached to the controller

    (b) The hard drive has failed

    (c) The hard drive has not been partitioned

    (d) Any of the above

15. If you add an internal modem to a PC and it does not function, the cause could he:

    (a) An interrupt conflict

    (b) A port conflict

    (c) A memory range conflict

    (d) Any of the above

16. What MS-DOS command will make the file SYSTEM.DOC Read Only?

   (a) MAKE SYSTEM.DOC RO

   (b) SYSTEM.DOC MAKE RO

   (c) ATTRIB +R SYSTEM.DOC

   (d) SYSTEM.DOC is a program file, so it can't be done

17. Which of the following describes the best approach to getting Windows 95/98 booted if it fails because you set the screen display incorrectly?

   (a) Delete SYSTEM.DAT and USER.DAT, and restart Windows 95/93

   (b) Reboot the PC and change the CMOS video setting to low resolution until the problem is Corrected

   (c) Switch OFF the Turbo switch on the PC's front panel and reboot Windows

   (d) Start Windows in Safe Mode and correct the setting

18. Which of the following best describes the proper way to shutdown Windows 95/98?

    (a) Close all applications and turn OFF the power switch

    (b) Press Ctrl-Alt-Del

    (c) Click Start–>Shut Down–>Shut down the computer?–>Yes

    (d) Click File–>Exit and double-click OK

19. What significance do the "beeps" have during the boot process of a PC?

    (a) The number of beeps describe the quality of the processor

    (b) The number of beeps describe the speed of the RAM Chips

    (c) The number of beeps describe the overall condition of the PC's hardware

    (d) You can tell how powerful the PC is by the loudness or intensity of the beeps

20. HAL stands or

    (a) Hardware abstraction layer

    (b) Hardwired abstraction layer

    (c) Hardware abstractly layer

    (d) None of the above.

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions.

21. Explain different types of FAT File System.

22. Write detail about Internet Explorer.

23. Explain common error during installation at windows.

24. Explain about fixing a damaged partition table.

25. Explain Windows Boot Process.

26. Describe the various DLL Errors.

27. Explain about Windows Desktop Timeline.

28. Explain about searching for drivers in the internet.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

29. Explain the supported file systems of different versions of Microsoft windows.

30. Explain about the Hard Disk Drive Configuration and Installation.

31. Explain the network operating system.

32. Explain the various ZIP utilities.

33. Write short note
    (a) Metadata
    (b) Advanced file system features.

_____

VOCATIONAL DIPLOMA EXAMINATION — JUNE, 2018.

LIFE COPING SKILLS

Time : 3 hours　　　　　　Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL questions.

Choose the correct answer.

1. The two kinds of coping are problem focused coping and

    (a) knowledge coping

    (b) exercise based

    (c) emotion focused coping

    (d) positive action

இரண்டு வகை சமாளித்தல் என்பது பிரச்சனை சார்ந்த சமாளித்தல் மற்றும்

(அ) அறிவு கூர்ந்து சமாளித்தல்

(ஆ) திட்டமிட்டு செயல்படுதல்

(இ) உணர்வு சார்ந்த சமாளித்தல்

(ஈ) நேர்மறை செயல்பாடு

2. The two types of influences are external and

(a) internal influence (b) psychological

(c) media (d) religious

தாக்கம் என்பது இரண்டு வகைப்படும் அவை புறக்காரணி மற்றும்

(அ) அகக்காரணி (ஆ) உணர்வு

(இ) ஊடகம் (ஈ) மதம்சார்ந்த காரணி

3. The inner layer of life is

(a) emotional (b) academic

(c) film and media (d) communal

நம் வாழ்வின் இரண்டு அடுக்குகளுள் உட்புற நிலை என்பது

(அ) உணர்வுபூர்வ நிலை (ஆ) கல்வி

(இ) சினிமா (ஈ) மதம்

2 VDP–101

4. The importance of high self esteem is to

(a) ineffective   (b) accept challenges

(c) incompetent   (d) feeling bored

உயர்ந்த சுய கௌரவத்தின் முக்கியத்துவம்

(அ) திறன் குறைவு

(ஆ) சவால்களை ஏற்றுக்கொள்ளுதல்

(இ) போட்டியின்மை

(ஈ) சோர்வு அடைதல்

5. Self acceptance is

(a) hating oneself   (b) loving oneself

(c) accepting myself   (d) hiding oneself

சுய ஏற்பு

(அ) மற்றவர்கள் வெறுப்பது

(ஆ) மற்றவர்களை நேசிப்பது

(இ) என்னை ஏற்றுக்கொள்ளுதல்

(ஈ) பிறரை மறைப்பது

6. Positive attitude put us into a better frame of mind

(a) to face problems   (b) to be tough

(c) to avoid people   (d) to create problems

நல்ல சிந்தனை என்பது நம் வாழ்வில் நல்ல மனோபாவத்தை ஏற்படுத்தி

(அ) பிரச்சனைகளை சமாளித்தல்

(ஆ) முரண்டு பிடித்தல்

(இ) மக்களை புறக்கணித்தல்

(ஈ) பிரச்சனைகளை உருவாக்குதல்

7. A goal is defined as a

(a) fear   (b) target

(c) anger   (d) tiredness

இலக்கு என்பது

(அ) பயம்   (ஆ) அடைய வேண்டியது

(இ) கோபம்   (ஈ) சோர்வு

8. Achieving what you want is called

(a) happiness   (b) feeling

(c) success   (d) life

நாம் விரும்பியது அடைவதை

(அ) மகிழ்ச்சி   (ஆ) உணர்ச்சி

(இ) வெற்றி   (ஈ) வாழ்க்கை

9. Characteristics of a successful leader is

(a) knowing himself first

(b) not respecting his members

(c) not accepting other's views

(d) not thinking of others

வெற்றிகரமான தலைவரின் குணங்கள்

(அ) தன்னைப் பற்றி முதலில் புரிதல்

(ஆ) குழுவை மதிக்காமல்

(இ) மற்றவரின் கருத்தை ஏற்காமல்

(ஈ) பிறரை பற்றி உணராமல்

10. Team work means

(a) questioning

(b) asking ideas

(c) providing opportunities

(d) all the above

குழு பணி என்பது

(அ) கேள்வி கேட்டல்

(ஆ) ஆலோசனை கேட்டல்

(இ) வாய்ப்புகளை அறிதல்

(ஈ) மேற்கண்ட அனைத்தும்

11. Shyness means

    (a)   feeling insecure   (b)   friendly

    (c)   self confidence   (d)   satisfaction

    வெட்கப்படுதல் என்பது

    (அ)   அசௌகரியமானது   (ஆ)   நட்பானது

    (இ)   தன்னம்பிக்கை   (ஈ)   திருப்திபடுத்துவது

12. Loneliness makes ————————— oneself.

    (a)   proud   (b)   low self esteem

    (c)   jobless   (d)   conflict

    தனிமைப்படுத்துதல் என்பது ஒருவனுக்கு ஏற்படும்

    (அ)   பெருமை

    (ஆ)   தன்னைப் பற்றிய தாழ்ந்த சிந்தனை

    (இ)   வேலையின்மை

    (ஈ)   சண்டை

13. During fear adrenal glands releases from the

    (a)   heart   (b)   nervous system

    (c)   stomach   (d)   hands and legs

    பயம்   ஏற்படும்   போது   ————————
    அமைப்பிலிருந்து அட்ரினல் சுரக்கும்.

    (அ)   இதயம்   (ஆ)   நரம்பு மண்டலம்

    (இ)   வயிற்றில்   (ஈ)   கை கால்கள்

14. Anger is generally a ———————— feeling.

    (a) ignorance   (b) healthy

    (c) insecure   (d) highest

கோபம் என்பது பொதுவாக சராசரியான ————————
உணர்வே.

(அ) அலட்சியமான   (ஆ) ஆரோக்கியமான

(இ) ஏற்றத்தாழ்வான   (ஈ) உயர்வான

15. ———————— may be good or pointing out the
    wrong.

    (a) fear   (b) anger

    (c) criticism   (d) decision making

———————— நல்லதாகவோ   அல்லது   குறை
கூறுவதாகவோ இருக்கலாம்.

(அ) பயம்   (ஆ) கோபம்

(இ) விமர்சனம்   (ஈ) முடிவு எடுத்தல்

16. Depression causes

    (a) poor concentration

    (b) happiness

    (c) active work

    (d) increase in body weight

மன அழுத்தம் ஏற்படுத்துவது

(அ) கவன குறைவு

(ஆ) மகிழ்ச்சி

(இ) சுறுசுறுப்பான வேலை

(ஈ) உடல் எடை பெருகுதல்

17. To make our work place comfortable

    (a) to stand for the right

    (b) not to talk

    (c) lack of concentration

    (d) lack of interest

வேலை சூழலை சிறப்பானதாக மாற்ற

(அ) நடுநிலையுடன் இருத்தல்

(ஆ) பேசாமல் இருத்தல்

(இ) வேலையில் கவனமின்மை

(ஈ) ஈடுபாடு இல்லாமல்

18. Managing time is known as

    (a) situation   (b) time management

    (c) work   (d) time table

நேர நிர்வகித்தலை நாம் அழைப்பது

(அ) சூழ்நிலை   (ஆ) நேர நிர்வாகம்

(இ) வேலை   (ஈ) கால அட்டவணை

19. Some obstacles to success

    (a) ego   (b) well planning

    (c) responsible   (d) setting goals

    வெற்றிக்கு தடையாக உள்ளவை

    (அ) தற்பெருமை   (ஆ) வேலையை சரிசெய்தல்

    (இ) பொறுப்பு   (ஈ) இலக்கு

20. Physical stress is an immediate threat to our

    (a) physical being   (b) emotion

    (c) experience   (d) situation

    உடல்ரீதியான மன அழுத்தம் நம்மில் பயத்தை
    ஏற்படுத்தும் வழி

    (அ) உடல் பாதிப்பு   (ஆ) உணர்வு

    (இ) அனுபவம்   (ஈ) சூழ்நிலை

    SECTION B — (5 × 5 = 25 marks)

    Answer any FIVE questions.

21. Bring out the five positive and five negative ways
    of life coping.

    நேர்மறை எண்ணங்கள் மற்றும் எதிர்மறை எண்ணங்கள்
    நிர்வகிக்கும் செயல்முறை ஐந்தினை விளக்குக.

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22. **What is Motivation? Depict the hierarchy of human needs according to Abraham Maslow.**

ஊக்கம் என்றால் என்ன? ஆப்ரஹாம் மாஸ்லோவின் மனிதனின் தேவைக்கான படிவத்தை வரையறு.

23. **What is success? What are the qualities that make a person successful?**

வெற்றி என்றால் என்ன? எந்த குணாதிசயங்கள் ஒருவரை வெற்றியாளராக மாற்றும்?

24. **What is Depression? What are the symptoms of depression?**

மன சோர்வு என்றால் என்ன? மனச்சோர்வின் அறிகுறிகள் யாவை?

25. **What is Anger? What happens when you are angry?**

கோபம் என்றால் என்ன? கோபம் கொள்வதால் என்ன நிகழும்?

26. **What is Team work? What do you learn from a team?**

குழு பணி என்றால் என்ன? குழுவில் கற்றுக் கொள்ள முடிவது என்ன?

27. What are the different kinds of fear? How will you overcome fear?

பயத்தின் பல்வேறு வகைகள் யாவை? பயத்தை சமாளிக்கும் வழிகளை கூறுக.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

28. What is change? What are the twelve steps to implement change?

மாற்றம் என்றால் என்ன? பன்னிரண்டு படிநிலைகளின் மூலம் மாற்றத்தை செயல்படுத்துவது எப்படி?

29. What is AIDS? What are the symptoms of AIDS? What are the causes for HIV transmission? How is HIV diagnosed?

எய்ட்ஸ் என்றால் என்ன? அதன் அறிகுறிகளை எழுதுக. எச்.ஐ.வி. எவ்வாறு பரவுகிறது மற்றும் அதனை கண்டறிதல் பற்றி விவரி.

30. Define Personality. Explain the characteristics and elements of Personality.

ஆளுமைத் திறன் என்றால் என்ன? ஆளுமைத் திறனின் சிறப்பியல்புகள் மற்றும் அடிப்படை கொள்கைகளை விளக்குக.

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31. What is Stress? What are the two types of stress? How does stress affect you? How to manage stress?

மன அழுத்தம் என்றால் என்ன? அதன் இரண்டு வகைகள் யாவை? மன அழுத்தத்தால் ஏற்படும் பாதிப்பையும் அதனை நிர்வகிப்பதற்கான வழிமுறைகளையும் விவரி.

32. How will you prepare for an interview? How should you behave during the interview?

நேர்முகத் தேர்விற்காக நீங்கள் எப்படி தயாராக வேண்டும்? நேர்முக தேர்வு நடக்கும் பொழுது நீங்கள் எப்படி நடந்து கொள்ள வேண்டும்?

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DIPLOMA EXAMINATION —
JUNE, 2018.

COMMUNICATION SKILLS

Time : 3 hours   Maximum marks : 75

SECTION A — (20 × 1 = 20 marks)

Answer ALL questions.

1. Which of the following does not belong to the effective Communication?

   (a) Express your feelings

   (b) Present yourself well

   (c) To solve problems effectively

   (d) To be aggressive in assertive

2. Argyle is one of the major British exponents of _____

   (a) Physical skill model

   (b) Social skill model

   (c) Structural skill model

   (d) Economical skill model

3. Communication that occurs between 8 to 10 people is —————

   (a) Conversational communication

   (b) Large group communication

   (c) Small group communication

   (d) Medium group communication

4. Processed data is called —————

   (a) bio-data   (b) decision

   (c) co-ordination   (d) information

5. The three elements required for successful Public Speaking are —————

   (a) content, drafting, evaluation

   (b) content, confidence, connection

   (c) connection, drafting, evaluation

   (d) drafting, confidence, evaluation

6. In interpreting body language the people who are anxious to interrupt do —————

   (a) place their hand on your arm

   (b) have a static body and posture

   (c) rub their hands together

   (d) tighten their clothing

7. ———— involves control by the leader without input from other group members.

   (a) Consultative leadership

   (b) Participative leadership

   (c) Laissez-faire leadership

   (d) Authoritarian leadership

8. The word 'interview' is derived from the French word *"entrevue"* which means ————

   (a) related to communication

   (b) related to sight

   (c) related to speech

   (d) related to expression

9. "Tell me something about yourself you've never told anyone"

   What type of Interview question does the above question belong?

   (a) frequently asked question

   (b) awkward interview question

   (c) general question

   (d) killer question

10. —————— is a group of words, which convey partial meaning.

(a) phrase   (b) sentence

(c) modals   (d) voice

11. —————— is typically a group of elected or appointed officials for establishing all policy for an organization.

(a) board

(b) team building group

(c) human relations group

(d) fact finding group

12. —————— writing is an expansion or descriptive writing.

(a) essay writing   (b) précis writing

(c) comprehension   (d) paragraph

13. —————— essay needs deep thinking.

(a) argumentative

(b) reflective

(c) both argumentative and reflective

(d) none of the above

14. Structural words include ——————

    (a) noun, pronoun, verbs, adjectives

    (b) noun, conjunctions

    (c) prepositions, conjunctions, interjections

    (d) adjectives, preposition

15. —————— is used to infer a resemblance between things or situation that are not really associated.

    (a) simile   (b) hyperbole

    (c) metaphor   (d) none

16. —————— communication, is the communication between persons.

    (a) Intrapersonal   (b) Interpersonal

    (c) One way   (d) Personal

17. —————— is non-verbal communication.

    (a) Reflecting   (b) Answering

    (c) Facial expression (d) Questioning

18. Encoding and decoding is possible only when the symbols are

    (a) Familiar   (b) Unfamiliar

    (c) Local   (d) Focused

19. 'May God bless you!' Is a ——————

   (a)   possibility   (b)   permission

   (c)   wish   (d)   an informal request

20. 'Have to' is used to denote the ——————

   (a)   'necessity' or 'obligation'

   (b)   necessity alone

   (c)   obligation alone

   (d)   none of above

       SECTION B — (5 × 5 = 25 marks)

       Answer any FIVE questions.

21. Write down the various elements of speech.

22. What is Interpersonal communication?

23. What are the characteristics of a good conversation?

24. Write the patterns for expressing gratitude.

25. Write down the factors that matters in Group Discussion.

26. Write note on speech and its elements.

27. Point out the ten principals for Leadership Communication.

28. Give the factors that lead to the success in Interview.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

29. Write a letter to the Municipal authorities complaining about the bad roads in your locality.

30. Write a note on Communication strategies.

31. Specify the guidelines required while delivering Negative feedback.

32. Read the following poem and answer the questions given below:

Where did you come from, baby dear?

Out of the everywhere into here.

Where did you get those eyes so blue?

Out of the sky as I came through

What makes the light I then sparkle and spin?

Some of the starry spikes left in.

Where did you get that little tear?

I found it waiting when I got here.

What makes your forehead so smooth and light?

Questions

(a) What is the colour of the baby's eye?

(b) Where does the colour blue come from?

(c) What is the meaning of 'sparkle'

(d) Who is addressed in the poem?

(e) The baby's forehead is ——————

    (i) Smooth and broad

    (ii) Smooth and big

    (iii) Smooth and light

    (iv) Smooth and narrow

33. Write a paragraph on Time Management.

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