

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BA/BSc/BCom/BBA/BCA/BVoc/MSc (SS) DEGREE EXAMINATION DECEMBER 2025
(First Semester)

Common to - BA/BSc/BCom/BBA/BCA/BVoc/ MSc (SS) PROGRAMMES

COMMUNICATIVE ENGLISH - I : INTERPERSONAL COMMUNICATION

Time: Three Hours

Maximum: 75 Marks

ANSWER THE FOLLOWING

I. Identify the Social Functions of the underlined conversation. (10X1=10).

Tourist: Good morning! I'm excited to visit the historical fort today.

Guide: Good morning! Welcome to our heritage site. May I know if you have visited here before? (1)

Tourist: No, this is my first time. Could you please tell me about the main attractions here? (2)

Guide: Of course! The fort was built in the 17th century. You should definitely see the ancient watchtower and the royal palace. (3)

Tourist: That sounds interesting. Is photography allowed inside the fort? (4)

Guide: Yes, but please avoid using flash in the palace area to protect the artifacts. (5)

Tourist: Thank you for the information. Also, can I get some refreshments nearby after the tour? (6)

Guide: Yes, there is a small cafe near the exit where you can get tea and snacks. Feel free to ask me if you need any help during the visit. (7)

Tourist: That's very kind of you. I'm looking forward to exploring the fort. I must say, this place is really well maintained. Thank you for preserving such an important part of history. (8)

Tourist: Could you also guide me on how to get to the watchtower from here? (9)

Tourist: It might be helpful to have a small brochure or map for first-time visitors. Maybe that's something to consider? (10)

II Construct two conversations using the following social functions. (2x5=10).

1 – Social Functions for Conversation 1 (Context: At a Restaurant)

1. Greeting
2. Making a Polite Request
3. Giving Suggestions
4. Asking for Permission
5. Expressing Gratitude

2– Social Functions for Conversation 2 (Context: At a Doctor's Clinic)

1. Asking about Health Condition
2. Explaining Symptoms
3. Giving Advice
4. Asking for Clarification
5. Offering Reassurance

III Fill in the blanks with appropriate article (5x1=5)

1. There is _____ university near the mall.
2. This is _____ book I told you about.
3. He works in _____ European company.
4. We took a walk along _____ River Thames.
5. The train was moving at over 100 miles _____ hour.

Cont...

IV Fill in the blanks with appropriate preposition (5x1=5)

1. She is keen _____ pursuing research in environmental economics.
2. He was accused _____ manipulating the date to support his argument.
3. We must comply _____ the regulations laid down by the university.
4. She is committed _____ finishing her thesis before the deadline.
5. She walked _____ the street to meet her friend.

V Read the following passage and answer the questions below (1x10=10)

In recent decades, technology has transformed the way people communicate, work, and learn. The rise of the internet and smartphones has made information accessible within seconds, connecting individuals across the globe. Online education, in particular, has gained immense popularity, offering flexibility to students who cannot attend traditional classrooms. Many universities now provide full degree programs online, allowing learners to study at their own pace.

However, this shift also raises concerns. Some critics argue that online learning reduces face-to-face interaction and limits opportunities for teamwork and social skills. Technical issues, such as poor internet connectivity, can further hinder the learning experience, especially in developing countries. On the other hand, supporters believe that online platforms encourage independent learning and provide equal opportunities for people of different backgrounds.

Ultimately, the effectiveness of online education depends on how it is designed and used. Blended learning, which combines online resources with classroom teaching, is seen as a promising solution that balances flexibility with human interaction.

Choose the best answer

1. In recent decades, technology has mainly transformed:
A) Travel and tourism
B) Communication, work, and learning
C) Agriculture and farming
D) Sports and entertainment
2. Why has online education gained popularity?
A) It is cheaper than traditional learning
B) It offers flexibility to students
C) It removes the need for teachers
D) It guarantees high grades
3. Many universities provide:
A) Free books for online students
B) Short online courses only
C) Full online degree programs
D) Offline learning only
4. One criticism of online learning is that it:
A) Encourages teamwork
B) Reduces face-to-face interaction
C) Improves social skills
D) Makes learning faster
5. Poor internet connectivity mostly affects:
A) Developed countries
B) Developing countries
C) Both equally
D) Only rural schools in Europe
6. Supporters of online platforms believe they:
A) Discourage independent learning
B) Provide equal opportunities
C) Waste students' time
D) Reduce creativity

7. The effectiveness of online education depends on:
 - A) How expensive the program is
 - B) How it is designed and used
 - C) How long students study
 - D) How many courses are offered
8. Blended learning combines:
 - A) Online learning and classroom teaching
 - B) Sports and studies
 - C) Teachers and robots
 - D) Internet and television
9. Blended learning is considered promising because:
 - A) It replaces teachers completely
 - B) It reduces flexibility
 - C) It balances flexibility with interaction
 - D) It removes exams
10. The overall tone of the passage is:
 - A) Completely against online education
 - B) Balanced, showing both advantages and disadvantages
 - C) Fully supportive of online learning
 - D) Uncertain and confused

VI Make notes for the given paragraph (1x5=5)

In recent years, climate change has become one of the most pressing global challenges. Rising temperatures, melting glaciers, and unpredictable weather patterns have affected millions of lives across continents. Scientists warn that if greenhouse gas emissions continue at the current rate, the planet may face severe consequences, including rising sea levels, food shortages, and loss of biodiversity.

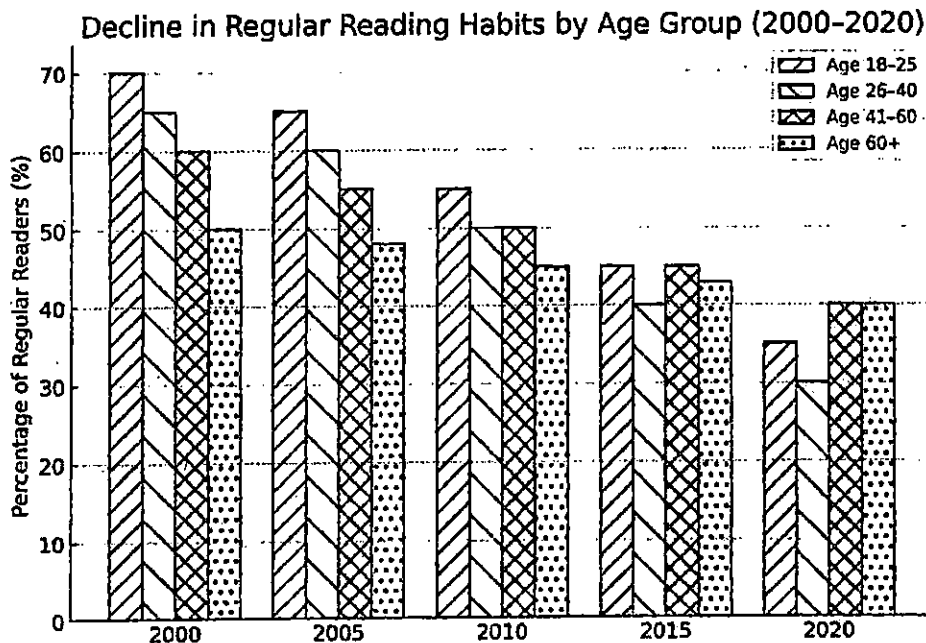
Governments worldwide are taking action by signing agreements such as the Paris Accord, which sets targets for reducing emissions. Many countries are investing in renewable energy sources like solar and wind power to replace fossil fuels. In addition, there is growing emphasis on sustainable farming practices, waste reduction, and the use of electric vehicles.

However, climate change is not only an environmental issue but also a social and economic one. Poorer nations are often the most vulnerable, as they lack the resources to adapt to extreme weather events. International cooperation, public awareness, and individual lifestyle changes are therefore essential to address this crisis. The fight against climate change requires joint efforts from governments, businesses, and ordinary citizens.

Technological innovation is also playing a vital role in tackling climate change. From carbon-capture systems to smart grids and energy-efficient buildings, modern solutions are helping reduce environmental damage. Research into plant-based diets, biodegradable materials, and low-carbon transport offers further hope for a sustainable future.

At the same time, education remains key in shaping attitudes and behaviors. Schools, universities, and media campaigns are raising awareness among young people, empowering them to take action. By teaching the importance of conservation and responsible consumption, future generations may develop habits that protect the planet more effectively than before.

VII. Write a paragraph interpreting data from the given diagram. (1x5=5)



VIII. Expand any ONE of the following proverbs. (1x5=5)

1. Where there is a will, there is a way.
2. A stitch in time saves nine.
3. All that glitters is not gold.

IX. Give ONE word substitute for the following. (5x1=5)

1. Mapping of earth and its formation
2. Study of religion
3. One who turns his thoughts inwards
4. One who is capable of using both hands
5. Love for mankind

X. Condense the run on sentences into a meaningful sentence using appropriate punctuation and conjunction. (5x1=5)

1. Artificial intelligence has the potential to improve healthcare It can diagnose diseases faster than doctors There are also concerns about job loss and ethical issues.
2. The city has built new public transport systems. Traffic congestion is still a daily struggle for commuters. Urbanisation is one of the main reasons for the traffic congestions.
3. Some students prefer online learning. It gives them flexibility. Others believe traditional classrooms are more effective.
4. Tourism brings money to a country. It can also damage local culture and the environment.
5. Global warming is a major issue. Governments are not doing enough to control carbon emissions. Strongest measures are to be implemented to check the carbon emission.

XI Answer any ONE of the following questions. (1x5=5)

1. Explain the importance of body language and eye contact in effective oral communication.
2. Describe any two barriers to oral communication and suggest ways to overcome them.

XII Answer any ONE of the following questions. (1x5=5)

1. How does good listening skill contribute to effective interpersonal communication?
2. Explain the difference between active listening and passive listening with examples.