

Total No. of Questions :7]

SEAT No. :

P1005

[Total No. of Pages : 3

[5319]-1004

F.Y.BCA

SCIENCE

BCA-104: Communication Skills

(Semester-I) (2016 Pattern)

Time :3Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) *Question No-1(a and b) are compulsory.*
- 2) *Attempt any two questions from group-I.*
- 3) *Attempt any two questions from group-II.*
- 4) *Figures to the right indicate full marks.*
- 5) *Draw Neat diagrams wherever necessary.*

Q1) A) Choose correct answer from the options.

[7]

- a) Stage fear is _____ barrier.
- | | |
|---------------|-------------------|
| i) Technical | ii) Physical |
| iii) Cultural | iv) Psychological |
- b) Memo is
- | | |
|----------------|------------------|
| i) Warning | ii) appreciation |
| iii) Promotion | iv) appology |
- c) Notice of meeting is _____
- | | |
|-------------------|-----------------|
| i) Agenda | ii) information |
| iii) legel action | iv) verbal |
- d) Gossip is _____ Communication.
- | | |
|-----------------|--------------|
| i) Emotional | ii) informal |
| iii) Non-verbal | iv) memo |
- e) Empathy means _____
- | | |
|---------------------------|-------------------|
| i) Conflict | ii) body language |
| iii) understanding others | iv) agenda |

P.T.O.

- f) Traffic signal is _____ communication.
- i) Oral
 - ii) verbal
 - iii) Non-verbal
 - iv) Formal
- g) Feedback is _____ of communication.
- i) Conclusion
 - ii) Channel
 - iii) mode
 - iv) Formal way

- Q1) B) Answer briefly. [7]**
- a) Silence - effective communication.
 - b) Importance of feedback.
 - c) Reasons of conflict.
 - d) Manner of oral communication.
 - e) Psychological barriers.
 - f) objectives of Non-verbal communication.
 - g) Informal communication.

Group-I

- Q2) a) 'Factors causing psychological barrier are internal' Explain. [5]**
- b) What is Cultural barriers? Explain. [5]
 - c) What is the significance of body language. [4]
- Q3) a) Define verbal communication and state examples. [4]**
- b) What are the aspects of report writing. [4]
 - c) What is informal communication? How it is different from formal? [3]
 - d) Write note on Body language. [3]
- Q4) a) State the advantages of verbal communication. [4]**
- b) What is the scope of language in communication? [4]
 - c) What is principle of Selecting proper channel? [3]
 - d) What is the process of communication? [3]

Group-II

- Q5)** a) How communication solve conflicts? [5]
b) Write a letter of enquiry asking for the rates of S.T Bus for industrial visit? [5]
c) Draft a report of Independence day Celebrated in your college? [4]
- Q6)** a) Write an application letter for the post of marketing manager? [4]
b) Draft a resume. [4]
c) How effective are SMS today? [3]
d) What is tele. Conferencing? [3]
- Q7)** a) What are steps of resolving conflict? [4]
b) What is negotiation skill? [4]
c) What are the aspects of interview? [3]
d) Why group discussion is important? [3]

