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Write short notes on any four :-

- i) Bibliography
- ii) Index
- iii) Summary
- iv) Abstract
- v) Glossary
- vi) Appendix

Total No. of Questions :5]

[Total No. of Printed Pages :4

Roll No

MCA-105

MCA. I Semester

Examination, December 2016

Communication Skills

Time : Three Hours

Maximum Marks : 70

- Note:** i) Answer five questions. In each question part A, B, C is compulsory and D part has internal choice.
- ii) All parts of each question are to be attempted at one place.
- iii) All questions carry equal marks, out of which part A and B (Max.50 words) carry 2 marks, part C (Max.100 words) carry 3 marks, part D (Max.400 words) carry 7 marks.
- iv) Except numericals, Derivation, Design and Drawing etc.

1. a) What do you understand by the term 'Noise' in the process of communication?
- b) Define diagonal communication.
- c) "The responses of the receiver create feedback". Do you agree or disagree. Why?
- d) Explain the following barriers to communication and write the possible solutions to overcome these barriers.
 - i) Physical barriers
 - ii) Difference in background and language

OR

Communication is the process of sending and receiving information. Explain the communication process in the light of this statement. Draw the communication cycle to support your answer.

2. a) What is "Media of communication"?
- b) Why is written communication more formal? Explain.
- c) What is visual communication? Elaborate.
- d) Write the advantages and disadvantages of written communication.

OR

What is oral communication? How can oral communication be made more effective?

3. a) What are the four skills of communications?
- b) What are two major points you will remember while reading a text?
- c) Write the difference between Listening and Hearing.
- d) 'Silence, time and space can communicate more than you may think, even causing hard feelings, loss of business, and profits'. Do you agree with the above. Statement comment.

OR

What do you understand by the following terms :

- i) Appreciative listening
 - ii) Empathetic listening
 - iii) Comprehensive listening
 - iv) Critical listening
4. a) What is a seminar?
 - b) Define Negotiation.
 - c) How is debate different from a group discussion?
 - d) What are the important points you will remember while conducting an oral presentation?

OR

Present a telephonic conversation between two friends discussing the impending examinations.

5. a) What is the difference between creative writing and technical writing?
- b) Differentiate between precis writing and precise writing.
- c) E-mails are very fast means of communication but have some drawbacks. Enlist any three.
- d) Write the structure of a formal letter.

OR