

Roll no. _____

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
SY BCA, Semester-III, Supplementary Examination June 2023
Ability Enhancement Compulsory Course
Subject Code: CAA- 101
Subject Name: Communication and Presentation Skills

Duration: 2 hours

Total Marks: 60

Instructions i) All questions are compulsory.
ii) Figures to the right indicate full marks.

Q 1. A) Fill in the blanks:

(5x1=5)

1. Using phrases and words to guide the reader through the content of your presentation is called _____.
2. Another name for Critical Behavioural Interview is _____.
3. Interrogation-type questions are asked in _____ interview.
4. Both _____ and _____ are graphical presentations in a communication process.
5. Informal communication in the workplace is known as _____ communication.

B) State whether the following statements are true or false:

(5x1=5)

1. Asynchronous communication happens real-time, wherein two individuals exchange information with each other at the same time.
2. Over-rehearsed or exaggerated hand gestures in a presentation can be off-putting and look unnatural.
3. An objective of communication is to achieve the smooth functioning of a group.
4. One-way communication is impossible.
5. It is easier to convince people through remote communication.

Q2. Answer the following:

(2x5=10)

- A) Define consensus. List the demerits of consensus.
- B) Enumerate the best practices for Synchronous communication.

Or

- X) Describe formal communication. What is vertical downward communication?
- Y) Define the communication process. Enumerate the elements of the communication process in detail.

Q3. Answer the following:

(2x5=10)

- A) Determine the steps to make a business presentation.
- B) Illustrate the characteristics of communication.

Or

- X) Explain audience analysis. Determine the types of audiences and how to deal with them.
- Y) Write some of the best presentation softwares to use in the workplace.

Q4. Answer the following:

(2x5=10)

- A) Discuss how can one embrace a research mindset for matter researching.
- B) Cite and explain the different types of interviews.

Or

- X) Identify the advantages and disadvantages of using technology in presentations.
- Y) Explain the different modes of obtaining feedback during a presentation.

Q5. Answer the following:

(2x5=10)

- A) Distinguish between formal and informal communication.
- B) Explain the advantages of conducting job interviews?

Or

- X) Discuss the use of eye contact in a presentation.
- Y) Discuss the use of language in a presentation.

Q6. Answer the following:

(2x5=10)

- A) Examine the disadvantages of face-to-face communication?
- B) Explain the measures to overcome the barriers to communication.

Or

- X) Explain the concept of noise in communication.
- Y) Explain verbal communication? Determine the types of verbal communication.

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—All the best!—