

Roll no. _____

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
SY BCA, Semester-III, Semester End Examination, November 2022
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. According to George Terry, Communication is an _____ of facts, ideas, opinions or emotions by two or more persons.
2. The word 'communication' comes from the Latin word _____.
3. Another name for Official communication is _____ communication.
4. The interviews which allow the candidate to demonstrate creative and analytical abilities in problem-solving through varied tasks are known as _____ interviews.
5. Communicating with others online is called _____ communication.

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

(5x1=5)

1. Face-to-face communication is when two or more people interact and communicate while visible to one another.
2. An objective of communication is to achieve goals.
3. The Zoom app is an excellent example of asynchronous communication.
4. The way in which you use eye contact and look at your audience depends on the size of the room and the audience.
5. During a presentation, if the speaker stands still without moving any other part of the body, it can create a very good impression on the audience.

Q2. Answer the following:

(2x5=10)

- A) Define grapevine communication. Enumerate the types of grapevine communication.
B) List the tips for improving face-to-face communication.

Or

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

(2x5=10)

Q3. Answer the following:

- A) Write the presentation techniques must one follow to be a good presenter.
- B) Write the steps involved in encoding in a formal situation.

Or

- X) Establish the concept of audience analysis. Articulate how to cater to an audience in a presentation.
- Y) Explain some of the best presentation softwares to use in a workplace.

(2x5=10)

Q4. Answer the following:

- A) Illustrate the best practices to improve speech research habits.
- B) Determine the steps one must take in order to prepare for a job interview.

Or

- X) Explain how the use of technology improves presentations.
- Y) Establish how one can develop a healthy mindset towards receiving feedback during presentations.

(2x5=10)

Q5. Answer the following:

- A) Distinguish between synchronous and asynchronous communication.
- B) Evaluate the disadvantages of conducting job interviews.

Or

- X) Evaluate the use of posture in a presentation.
- Y) Explain real-time feedback in a presentation. Illustrate the types of real-time feedback in a presentation.

(2x5=10)

Q6. Answer the following:

- A) Examine the advantages and disadvantages of synchronous communication?
- B) Explain the measures to achieve effective communication.

Or

- X) Explain the concepts of signs and symbols in communication.
- Y) Explain non-verbal communication. Determine the types of non-verbal communication.