

Vidya Vikas Mandal's  
 Shree Damodar College of Commerce & Economics, Margao-Goa  
 SY BCA, Semester-III, Semester End Examination, November 2023  
 Subject: Communication and Presentation Skills Code: CAA-101

**Duration: 2hrs****Max Marks: 60**

*Instructions: 1) Figures to the right indicate Full Marks.  
 2) All Questions are compulsory.*

**Q 1. A. Fill in the blanks:****(5x1=5)**

- a. The word "communication" is derived from the Latin word \_\_\_\_\_.
- b. When a receiver communicates his/her response back to the sender, the process is known as \_\_\_\_\_.
- c. \_\_\_\_\_ refers to real-time communication where participants interact with each other simultaneously.
- d. \_\_\_\_\_ communication occurs when two or more people see and physically interact with each other.
- e. \_\_\_\_\_ involves seeking input, advice, or feedback from relevant stakeholders or experts before making a decision.

**B. Match the following and rewrite:****(5x1=5)**

- |                  |  |
|------------------|--|
| a. Consensus     | i) Barrier in the communication process  |
| b. Body language | ii) Informal communication               |
| c. Noise         | iii) Response of a receiver              |
| d. Feedback      | iv) Common agreement of opinion          |
| e. Grapevine     | v) Gesture, stance and facial expression |

**Q.2. Answer the following:****(10 marks)**

- a. Explain the concepts of consensus and consultation? (2)
- b. Describe grapevine communication? (3)
- c. Examine how the channels of formal communication operate within an organization? (5)

**Q.3. Answer the following:****(10 marks)**

- a. Define nonverbal communication? (2)
- b. Explain what remote verbal communication is and what are the advantages and disadvantages of remote verbal communication? (3)
- c. List the characteristics of communication? (5)

**Q.4. Answer the following:****(10 marks)**

- a. Summarize the concept of an interview? (2)
- b. Illustrate upon any three types of job interviews. (3)
- c. Describe the disadvantages of the interview method? (5)

**Q.5. Answer the following:**

**(10 marks)**

- a. Explain the initial steps involved in planning for a presentation? (2)
- b. Describe the importance of “understanding your audience” for a presentation? (3)
- c. Outline the steps involved in researching material for a presentation? (5)

**Q.6. Answer the following:**

**(10 marks)**

- a. Discuss the significance of body language during a presentation? (2)
- b. Elaborate upon the importance of seeking feedback after delivering a presentation. (3)
- c. List and compare widely-used software options for creating presentations. (5)

**XXXXXXX**