

**Vidya Vikas Mandal's**  
**Shree Damodar College of Commerce & Economics, Margao-Goa**  
**SY BCA, Semester-III, / Supplementary Examination August 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.*

**Q1. A. Fill in the blanks with the correct answer:** (5x1=5)

1. .... communication is a way of communicating with others online.
2. In ..... type of interviews, the interviewer lists the questions and acceptable responses in advance and may even rate and score possible answers for appropriateness.
3. .... is the process of ensuring that the receiver has received the message and understood in the same sense as sender meant it.
4. In ..... communication, certain rules, conventions and principles are followed while communicating message.
5. A set of conventions used for communication is called as.....

**Q 1. B. Mention whether the following statements are true or false:** (5x1=5)

1. When information flows between persons holding the same position in the organization, it is called upward communication.
2. Interpretation of the message is also called as Encoding.
3. Downward communication can be described as a casual and unofficial communication system within the organization.
4. A CV provides a summary of your education, work history, credentials, and other accomplishments and skills.
5. Common disagreement of opinion is called as Consensus.

**Q.2 A) What are the steps for a candidate to prepare for a Job interview?** (5X2=10)

B) Explain Grapevine communication along with it's types.

**Or**

X) What are the various ways of Group Decision Making?

Y) What is Remote Communication? Explain Synchronous and Asynchronous mode.

Q 3) A) What are the different kinds of interviews that are conducted to select a suitable candidate for a job? (5x2=10)

B) Determine the use of non- verbal communication in effective communication

**Or**

X) List the resources available online for Matter Researching for presentation

Y) List the ways to enhance effectiveness of communication?

Q 4) A) Describe any 5 Presentation software that have been effective and are widely used. (5x2=10)

B) What is Research Methodology? Describe some of the methods to collect data.

**Or**

X) Describe any 5 barriers to Communication.

Y) Explain briefly the factors of Communication.

Q5) A) "Effectively preparing for a job interview is a prerequisite to getting recruited." What are the various steps involved in this process? (5x2=10)

B) Explain the importance of feedback in communication process.

**Or**

X) Differentiate between Formal and informal communication.

Y) Explain Upward Communication and what are some of it's difficulties?

Q. 6 A) Explain the use of real time feedback in presentation. (5x2=10)

B) Differentiate between verbal and non- verbal communication.

**Or**

X) Mention some of the advantages and disadvantages of interview method.

Y) Mention some of the ways to improve presentations.