

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics
SY BCA, Semester III, Semester End Examination, October 2019
Communication Skills (BCA 307)

Duration- 2 hours

Maximum Marks- 50

Instructions-

- (i) Start each question on fresh page.
- (ii) Figures to the right indicate maximum marks.
- (iii) All questions are compulsory.

Q1. A. Answer the following questions-(1x5=5 marks)

- i. What is oral communication?
- ii. What is an interview?
- iii. Explain SlideDog Software.
- iv. Who is an interviewer?
- v. Explain Job Fair interview.

Q1. B. Match the following and rewrite.(05)

A

B

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

Q2. Answer the following questions-

- A. What is consultation? (02)
- B. What is face-to-face communication? (03)
- C. Write a short note on **any one** of the following- (05)
 - i) Explain the importance of feedback in communication process.
 - ii) How to plan and conduct a job interview?

Q3. Answer the following questions-

- A. Explain remote verbal communication. (02)
- B. Write advantages and disadvantages of Informal Communication. (03)
- C. Write a short note on **any one** of the following- (05)
 - i) Explain Upward Communication.
 - ii) Write advantages and disadvantage of Grapevine Communication.

Q4. Answer the following questions-

- A. Briefly explain non-verbal communication. (02)
- B. Write disadvantages on an interview. (03)
- C. Write a short note on **any one** of the following- (05)
 - i) Write any 5 steps in candidate's preparation of a job interview.
 - ii) Explain the use of body language in presentation.

Q5. Answer the following questions-

- A. Briefly explain horizontal communication. (02)
- B. What are the challenges of Grapevine communication? (03)
- C. Write a short note on **any one** of the following- (05)
 - i) What steps are needed to research matter for preparing a presentation?
 - ii) Explain the various channels of Oral Communication.