

[Total No. of Questions - 5] [Total No. of Printed Pages - 3]
(2123)

1505

MCA 1st Semester Examination
Effective Communication Skills (N.S.)

MCA-105

Time : 3 Hours

Max. Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note : Attempt all five questions. Select one question from each section A, B, C & D. Section E i.e. Q. 5 is compulsory. All questions carry equal marks.

SECTION - A

1. (a) Fill in the blanks:

- (i) The term communication has been derived from _____ word _____.
- (ii) Grapevine is also known as _____.
- (iii) _____ communication takes place between peers.
(3×2=6)

(b) Differentiate between:

- (i) Feedback and Response.
- (ii) Encoding and Decoding.
- (iii) Postures & Gestures.
(3×2=6)

OR

What are the different psychological barriers to effective communication? How can these be overcome? **(12)**

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[P.T.O.]

SECTION - B

2. What is SQ3R method of Reading? What are the steps involved in making Reading skills more effective? (12)

OR

How can Pace, Pitch, Tone, Volume, Pausing & repetition help in effective speaking skills? (12)

SECTION - C

3. Write short notes on:

Agenda; Minutes of Meeting; and Notification. (12)

OR

What are the types of interview? Discuss the role of Non-Verbal communication in a Job Interview. What special traits the potential employer looks for in the Job Interview? (12)

SECTION - D

4. Differentiate between:

An office order; A Notice & A Circular. (12)

OR

What are the steps of writing an effective business letter? What are the different types of business letters? (12)

SECTION - E

5. (i) Correct the error in the following sentences:
- (a) Time and Tide wait for none.
- (b) His book of short-stories are very popular.

- (ii) Change into passive voice:
- (a) Don't make a noise.
 - (b) He was appointed the chairman.
- (iii) Write the meaning of the following idioms/phrases:
- (a) To build castles in the air.
 - (b) To win Laurels.
- (iv) Supply Articles:
- (a) Each of _____ boy was given _____ prize.
- (v) Supply preposition:
- (a) I prefer ten _____ coffee.
 - (b) Write _____ ink.
- (vi) Give meaning of the following homophones.
- (a) Pail; Pale (b) Hymn; Him
- (6×2=12)**