

[Total No. of Questions - 5] [Total No. of Printed Pages - 3]  
(2064)

14841

**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 *five* questions in all. Select one question from each section A, B, C & D. Section E is compulsory. All questions carry equal marks (i.e. 12 marks each).

**SECTION - A**

1. (a) Fill in the blanks:—

- (i) Informal communication is also known as \_\_\_\_\_.
- (ii) The term encoding means \_\_\_\_\_.
- (iii) \_\_\_\_\_ is a process to ensure that the receiver has received the message. (3×2=6)

(b) Differentiate between:

- (i) Intrapersonal and Interpersonal Communication.
- (ii) Listening and Hearing.
- (iii) Kinesics and Proxemics. (3×2=6)

OR

What are the semantic barriers of communication? How can business communication be made effective by using the 7C's of communication? (12)

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**SECTION - B**

2. What is Passive Listening? What are the different barriers to Active Listening? Explain the Pyramid for Active Listening. (12)

OR

What role does a proper planning and organizing of the subject matter have in effective speaking? What is the role of visual aids in an oral presentation? (12)

**SECTION - C**

3. Define Resume. What is its significance? What are the types of Resume? Explain them with their main objectives. (12)

OR

Write a job application of Hindustan Motors Pvt. Limited Bangalore for the post of a Mechanical Engineer. Invent all details and draft the relevant Resume. (12)

**SECTION - D**

4. What are the modern forms of communication? What are the advantages & disadvantages of E-mail communication? (12)

OR

Write short notes on: Fax, Teleconferencing and E-mail. (12)

**SECTION - E**

5. (i) Change the voice:  
(a) Do it.  
(b) They laughed at us in the party.

- (ii) Change the Narration:  
(a) He said to me, "When will you return from Delhi"?
- (iii) Give one word substitute:  
(a) A person who looks at the bright side of life.
- (iv) Supply Articles:  
(a) \_\_\_\_\_ Earth takes \_\_\_\_\_ year to revolve around the sun.
- (v) Write the meaning of the following homophones:  
(a) Idol, Idle  
(b) Reign, Rein
- (vi) Write the meaning of the following idioms/phrases:  
(a) Let bygone be bygone  
(b) To be in a fix. (2×6=12)