

[Total No. of Questions - 5] [Total No. of Printed Pages - 3]
(2124)

1776

MCA 1st Semester Examination
Effective Communication Skills (NS)
MCA-105

Time : 3 Hours

Max. Marks : 60

he 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 is compulsory. All questions carry equal marks.

SECTION - A

1. (a) (i) Fill in the blanks:

The sense of sharing is inherent in the nature of _____.

(ii) The grapevine often _____ the information.

(iii) _____ definition of communication is that it is a systematic and continuous process of _____, _____, _____ (6)

(b) What, according to you, are the three most important advantages of oral communication? (6)

OR

What are the six cardinal questions that everyone proposing to make a speech must ask himself? (12)

[P.T.O.]

SECTION - B

2. What is negotiation? What are its distinguishing features?
(12)

OR

What do you understand by 'KINESICS' or 'BODY LANGUAGE'? Discuss its various aspects in detail. (12)

SECTION - C

3. Write short notes on Presentation, Interview and Advertising.
(12)

OR

What is the importance of English for the corporate world? In what sense it is a global language? (12)

SECTION - D

4. What is a C.V. or 'Resume'? What are its essential features? Into how many parts would you divide a C.V.? (12)

OR

Write notes on Mild Reminders, Persuasive collection Letters and Last Resort Letters. (12)

SECTION - E

5. (i) Correct the error in the following sentences:
- he is the registrar of an university.
 - A crate of empty bottles were left in the backyard.
- (ii) Change into passive voice.
- All of us support this policy.
 - We received your letter yesterday.

- (iii) Give full forms of the abbreviations:

FICCI

ICICI

- (iv) Make sentences to illustrate the following words:

dairy/diary

berth/birth

- (v) Give one word substitutions:

One who does not believe in the existence of God ____

The study of environment is called ____.

- (vi) Correct the spellings of following words:

Comitee

Pronounciation.

(6×2=12)