

[Total No. of Questions - 9] [Total No. of Printed Pages - 3]
(2125)

15606

MCA 1st Semester Examination
Effective Communication Skills (NS)
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 : Candidates are required to attempt five questions in all selecting one question from each of the sections A, B, C, D of the question paper and all the subparts of question in section E.

SECTION - A

1. (a) What do you mean by a report? Describe various types of reports. Discuss the characteristics of a good report. (6)
- (b) Do as directed:
 - (i) He is _____ tallest boy in the class. (Fill in an appropriate article)
 - (ii) You'd better take a taxi. _____, you'll arrive late. (Fill in a connective)
 - (iii) Goodbye! I'll see you _____ the morning. (Fill in a preposition) (6)

OR

2. (a) What is a memorandum? What is its purpose? Suggest guidelines for memo writing. (6)

[P.T.O.]

2

15606

(b) Write short notes on any 3 of the following:

- (i) Glossary.
- (ii) Bibliography.
- (iii) Appendices.
- (iv) copyright. (6)

SECTION - B

3. Differentiate between hearing and listening. What is Selective listening? Explain with an example. (12)

OR

4. SQ3R is five-step technique that you can use to learn more effectively, and to increase your retention of written information. Discuss. (12)

SECTION - C

5. Explain the process of Communication and discuss the main features of effective communication. (12)

OR

6. What is an oral presentation? Discuss the guidelines which should be followed while making a presentation. (12)

SECTION - D

7. Discuss the main features of a Business letter. Discuss the importance of 'You' attitude in business letter. (12)

OR

8. You have obtained MCA Degree. Write an application to the Director, Regional Research organization. Delhi, for the post of Scientist. (12)

SECTION - E

9. Write short notes on the following:
- (i) What are the features of a complaint letter?
 - (ii) Telephonic job interviews.
 - (iii) Explain the terms—Phoneme and Syllable.
 - (iv) Three C's of writing.
 - (v) Skimming and scanning techniques of reading.
 - (vi) Importance of Vocal cues in communication. (2×6=12)