

Roll No. ....

## **BCA-A103**

### **B. C. A. (First Semester) EXAMINATION, 2023-24**

#### **ENGLISH COMMUNICATION**

*Time : 2 $\frac{1}{2}$  Hours*

*Maximum Marks : 60*

**Note :** All questions have to be attempted.

#### **Section—A**

1. Multiple choice questions : 1 each
  - (a) The person who transmits the message is a ..... . (CO1, BL-1)
    - (i) receiver
    - (ii) driver
    - (iii) sender
    - (iv) None of the above
  - (b) Physical barriers are also the ..... barriers. (CO1, BL-1)
    - (i) Environmental
    - (ii) Motivational
    - (iii) Symmetric
    - (iv) Route

- (c) Attire (dress) is also called as type of ..... communication. (CO1, BL-2)
- (i) Upward
  - (ii) Downward
  - (iii) Verbal
  - (iv) Non-verbal
- (d) Communication plays vital role in ..... the efficiency and effectiveness of a person's performance. (CO1, BL-2)
- (i) Weakening
  - (ii) Destroying
  - (iii) Strengthening
  - (iv) Reducing
- (e) Communication is a ..... way process. (CO1, BL-1)
- (i) Two
  - (ii) Three
  - (iii) Four
  - (iv) Five
- (f) One should tend to acquire good ..... in order to be a good speaker. (CO2, BL-3)
- (i) Looks
  - (ii) Pronunciation
  - (iii) Voice
  - (iv) All of the above

- (g) Choose the correct statement : (CO2, BL-2)
- (i) My friend who lives in Dehradun is a doctor.
  - (ii) My friend, who lives in Dehradun, is a doctor.
  - (iii) My friend, who lives in Mumbai is a doctor.
  - (iv) None of the above
- (h) Which of the following is considered as part of formal communication ? (CO3, BL-3)
- (i) Upward
  - (ii) Downward
  - (iii) Diagonal
  - (iv) All of the above
- (i) Group discussion is an important process to ..... about a particular topic. (CO3, BL-1)
- (i) write
  - (ii) speak
  - (iii) behave
  - (iv) forget
- (j) Listening process revolves ..... . (CO2, BL-1)
- (i) Active brain
  - (ii) Inactive brain
  - (iii) Therapeutic
  - (iv) Gestures

- (k) ..... refers to pitch, loudness, duration, intonation and tempo. (CO3, BL-2)
- (i) Touches
  - (ii) Haptics
  - (iii) Gestures
  - (iv) Postures
- (l) Every sentence has two essential parts : (CO3, BL-2)
- (i) Subject, topic
  - (ii) Subject, phrase
  - (iii) Predicate, subject
  - (iv) Spelling
2. Attempt all the following : 3 each
- (a) What are the qualities of a good speaker ? (CO2, BL-1)
  - (b) What is verbal communication ? (CO2, BL-1)
  - (c) Define the following : (CO3, BL-4)
    - (i) Grapevine communication
    - (ii) Hearing
  - (d) Explain essentials of effective communication. (CO1, BL-2)

**Section—B**

3. Attempt any *two* of the following : 6 each

(a) What do you mean by interview ? Explain its types. (CO2, BL-1)

(b) What is the difference between seminar and conference ? (CO3, BL-1)

(c) Distinguish between listening and hearing.

(CO4, BL-2)

4. Attempt any *two* of the following : 6 each

(a) Explain the importance of effective reading.

(CO3, BL-2)

(b) What are the essentials of Para development ?

(c) Explain barriers of communication in detail.

(CO3, BL-4)

5. Attempt any *two* of the following : 6 each

(a) What do you mean by notice ? Explain its importance. (CO5, BL-3)

(b) What are the essentials of writing a good project report ? (CO5, BL-2)

(c) Write a letter to your friend and congratulate him for his new job. (CO5, BL-4)