

MCA SEMESTER 1

MINOR 1 (106)

Technical Communication

Time: 1 Hour

Max. Marks: 20

Attempt all the questions. Answers with spelling mistakes and grammatical errors will be marked down.

1. Define 'Communication' 1
2. Mention at least five objectives or functions of Communication. 2
3. Explain very briefly any three of the following: 3
 - (a) Decoding, (b) Grapevine, (c) Diagonal Communication, (d) Verbal Communication (e) Kinesics.
4. List at least three advantages and disadvantages each of Oral Communication. 2
5. Match the words/phrases of Column A with the statements of Column B to make a meaningful combination and write them in sentences. 5

A	B
1. Encoding	a. Can be intimate, personal, social and public.
2. Feedback	b. Is related to Voice (speaking speed, pitch, volume, pause and non-fluence, word stress etc.
3. Rumour	c. In this the message moves in circle and each person can communicate with two others located on both of his sides.
4. Upward Movement	d. Refers to the movement of our arms, legs, hands, torso etc.

5. Grapevine

6. Proxemics

7. Para Language

8. Circle Network

9. Written Communication

10. Gestures

2. Suffers from the drawback of time-consuming, costly, lack of secrecy, rigidity, impersonal and delayed feedback.

* The process of putting ideas and facts in words, symbols etc.

* Provides psychological satisfaction to employees

* Provides feedback, releases tension, offers suggestions, promotes ~~change~~ co-operation, facilitates change.

* Grapevine information having no authentic evidence

* Reaction or response to the message

6. Fill in the gaps with suitable articles and prepositions: -5

(a). I have bought a house in Chandigarh. The house is in an agricultural area.

(b) The sky was a brilliant blue.

(c) She is a model and an artist.

(d) I saw a taxi at the end of the street

(e). They were sitting in the restaurant.

(f). Goa is on the Western coast of India.

(g) It is just you and me, no one else should be there.

7. Make a graphic presentation of the components (elements) of communication.

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