

END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER 2016

Paper Code: BCA-103

Subject: Technical Communication

Time: 3 Hours

Maximum Marks: 75

**Note: Attempt any five questions including Q.no.1 which is compulsory.
Select one question from each Unit.**

- Q1 Attempt **any five** of the following: (5x5=25)
- (a) Factors responsible for growing importance of Communication
 - (b) Essentials of Persuasive writing
 - (c) Art of Listening
 - (d) Guidelines for paragraph construction
 - (e) Role of Technical Writing
 - (f) Guidelines for using Visual Aids

Unit-I

- Q2 Discuss with examples the Seven C's or Seven Golden Principles of Communication. (12.5)
- Q3 What are the Barriers to Communication? How can you overcome them?(12.5)

Unit-II

- Q4 As the President of the Resident Welfare Association (RWA) of your Colony, please write a letter to the Municipal Corporation bringing to their attention the garbage that has piled up in your Colony and need for its urgent disposal. (12.5)
- Q5 Prepare a resume for the job of Software Development/Technical Support Supervisor in a Multinational company. (12.5)

Unit-III

- Q6 Discuss the various types of Meetings. What are the advantages and disadvantages of a Meeting? (12.5)
- Q7 Elaborate the process of negotiation and explain the skills required for negotiation. (12.5)

Unit-IV

- Q8 Explain the Business Etiquettes required while sending and replying to emails? (12.5)
- Q9 Explain Kinesics and Proxemics with examples. (12.5)
