

Seat No. 202310015

**UDHNA CITIZEN COMMERCE COLLEGE &
SPB COLLEGE OF BUSINESS ADMINISTRATION &
SMT. DIWALIBEN HARJIBHAI GONDALIA COLLEGE OF BCA & I.T.
F.Y.B.C.A (Semester: 2) Internal Examination: 2023-24**

Subject: Professional Development and Ability Enhancement-201

Time: 1 Hour

Total Marks: 25

Q-1 Answer the following questions:

[05]

- 1 A group of people working with common objectives or goals is known as
A) Group C) Team
B) Club D) None
- 2 Facial expression is a type of _____ Communication.
A) Non-verbal C) Oral
B) Verbal D) All
- 3 _____ focuses on our body language during communication.
A) Verbal C) Both
B) Non-verbal D) None of these
- 4 Self-awareness consists of _____
A) Behavior C) Empathy
B) Feelings D) All
- 5 _____ is the study of the use of touch in non-verbal communication?
A) Proxemics C) Chronemics
B) Haptics D) Interpersonal relation

Q-2 Attempt the following questions in detail: [Any Two]

[10]

- 1 Explain: Collaboration skills.
- 2 Draft a resume for the post of Website developer along with cover letter.
- 3 Explain: Building and maintaining positive relationship.
- 4 Draft an Application to the manager of your company to transfer your savings account to another branch.

Q-3 Attempt the following short notes in detail: [Any Two]

[10]

- 1 Explain: Personality assessments and tools
- 2 Importance of self-understanding
- 3 Verbal and non-verbal communication techniques
- 4 Craft a powerful statement of purpose to get a job into your dream company.