

2022

## COMPUTER APPLICATION

Paper : MCA-M11

(Soft Skills)

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

1. Do as directed :

(a) Write antonyms of the following (*any five*) :

1×5

- ✓ (i) Ascend
- ✓ (ii) Disappear
- (iii) Hatred
- ✓ (iv) Temporary
- ✓ (v) Encourage
- (vi) Insane.

(b) Choose the correct alternatives for the following :

1×5

(i) Empathy leads to:

1. Insight
2. Perception
3. Understanding
4. All of these.

(ii) Listening is:

1. Conscious
2. Involuntary
3. Passive
4. Casual.

✓ (iii) Job application is synonymous to:

1. Cover letter
2. Sales letter
3. Bio-data
4. Order letter.

(iv) Syntax refers to:

1. Bad communication
2. Intention of the speaker
3. Construction of a sentence
4. Meanings associated with words.

(v) The adjective form of the word '**merchant**' is :

1. Merchandise
2. Mercantile
3. Mercurous
4. Merciful.

. Answer any **three** of the following :

5×3

- (a) Mention the constituent parts of a Technical / Manuscript report in their correct order.
- (b) What are the three types of formats in which business reports may be generated? What exactly is the difference between a 'memo' and a 'memo report'?
- (c) Transform the following sentences as directed:
  - (i) Iron is more useful than any other metal. (*Begin: No other metal...*)
  - (ii) Were we sent into the world simply to make money? (*End:...make money.*)
  - (iii) Besides robbing the poor child, he also murdered her. (*Begin: Not only...*)
  - (iv) It is very cold today. (*End:...today!*)
  - (v) As soon as the sales began, we bought our Diwali presents. (*Begin: Hardly had...*)
- (d) Indicate the error in the following sentences. Write 'No error' if the sentences are grammatically correct:
  - (i) He jumped in the lake.
  - (ii) The bag's leather was black in colour. ✖
  - (iii) The PM and his Cabinet are arriving in Kolkata tonight.
  - (iv) The reason I am supporting Ms. Ayengar is that her extensive background in foreign affairs have made her uniquely qualified for the post. ✖
  - (v) Rajiv is going to get a MBA degree this year. ✖
- (e) Write short notes on the following :
  - (i) Grapevine Communication
  - (ii) Barriers of Communication.

. Answer **any three** of the following :

15×3

- (a) As a senior manager, write a letter report to the Managing Director of your company on the advantages of having an in-house Placement Training Cell.

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- (b) Write an essay of 500 words on *one* of the following topics:
- (i) Ambition and ethics
  - (ii) Sustainable Development — the need of the hour.
- ~~(c)~~ Define Verbal and Non-Verbal Communication. In this context, discuss the different components of KOPPACT. 10
- (d) Explain the difference between a group discussion and a debate. Enumerate the skills and sub-skills required to be an effective participant in a group discussion. 7/4
- ~~(e)~~ Define and explain SWOT. How do you use SWOT analysis in your career-planning?