

MCA 1st Semester Examination 2021

MCA M11: Soft Skills

Full Marks: 70

Time: 3 Hours

1. Choose the correct alternatives for the following:-

1×10=10

- (i) An essay narrated in first person, usually recounting a happening or an incident:-
 - a) Descriptive Essay
 - b) Argumentative Essay
 - c) Comparative Essay
 - d) Narrative Essay

- (ii) Sender of a message is the
 - a) Transmitter
 - b) Encoder
 - c) Decoder
 - d) Channel

- (iii) Body Language should be
 - a) Faked
 - b) Structured
 - c) Voluntary
 - d) Involuntary

- (iv) Inability to understand the linguistic contents of a speech is an example of
 - a) Semantic Barrier
 - b) Emotional Barrier
 - c) Lack of Empathy
 - d) Negative Tendencies

- (v) What should be avoided while writing a Précis?
 - a) Redundancy
 - b) Wordiness
 - c) Passive Voice
 - d) Conciseness

- (vi) The meaning of the word Conceited is
 - a) Unlimited
 - b) Proud
 - c) Expensive
 - d) Spendthrift

(vii) The Antonym of the word Reticent is

- a) Talkative
- b) Poor
- c) Prosperous
- d) Solvent

(viii) To make the work environment more comfortable, we have decided to have central air-conditioning _____.

- a) Installed
- b) Established
- c) Settled
- d) Impose

(ix) Correct the sentences if required

- a) The duo was absent in the meeting.
- b) A thing of beauty is joy forever.

(x) Frame a meaningful sentence with the word 'Solitary'.

Answer any **Three of the following**

5×3=15

2. Draft the Agenda, as the Cultural Secretary of your college, for the Cultural Committee meeting regarding the upcoming college fest to be held in your campus over two days.
3. Describe Horizontal and Diagonal Communication with instances.
4. Write short notes on any two of the following:-
 - a) Emotional Barrier
 - b) Ideation and Feedback
 - c) Shannon-Weaver model of Communication
 - d) Paralinguistics
5. You are the Team Head of a Project, worried about the impunctuality of your team-mates. Draft a Memorandum instructing them to rectify the same.
6. Enumerate the required traits of an effective Public Speaker.

7. Attempt an Essay on any one of the following issues:-

- a) Discuss the role of Individual contribution in the face of a Global crisis with reference to the recent Pandemic.
- b) Communication skills and its importance in the modern Professional's life.
- c) Should India have voted in the UNSC with regard to the Russian attack on Ukraine? Analyse.

8. Explain the various steps to be followed and the Do's and Don'ts while preparing an effective Corporate Presentation.

9. Read the passage carefully and answer the questions that follow:

My family was not rich. We just managed to make both ends meet. We economised on everything. We bought food on subsidised rates and our meals had no variety. My sisters made their dresses at home and I used to go through terrible scenes on account of lost buttons and torn trousers. Uncle Jules, my father's brother, was the only hope of the family. I had heard about him since childhood; so I knew details of his life up to the day of his departure for America. Uncle Jules had visibly diminished my father's share of the inheritance after he had swallowed his own.

Once, he wrote to us saying that he would soon make up for the damage done by him. After two years, another letter arrived informing us that he was undertaking a long sea voyage on account of his business and he hoped to see us once he would return. Uncle Jules, who up to that time had not been worth his salt, suddenly became a good man. For ten years, nothing was heard from him; but as time went on, my father's hope grew.

His letter became the gospel of the family. It was read on the slightest pretext and it was shown to everybody. Thousands of schemes were planned on the strength of his expected return. One day, following the wedding of one of my sisters, all of us took a trip to America.

At a distance on the deck, an old ragged sailor was opening oysters with his knife and passing them to some gentlemen. He was dirty, wrinkled, and didn't lift his eyes from his work. Both my sisters and my brother-in-law, gathered around the old man to buy some oysters. My father suddenly appeared to be worried and said in a low voice, "It's strange that the man opening the oysters looks like Jules."

My father enquired from the captain, who confirmed that it was indeed Jules, my uncle Jules. My father murmured: "What a catastrophe!" My parents were visibly upset, and it was decided that in my brother-in-law's presence none of us would acknowledge Uncle Jules as our family member. It would be such a shame if we did. I was given five

francs to pay for the oysters my sisters had bought. As Jules returned the change, I gave him a generous tip, carefully observing him all the time.

As we approached the harbour, a violent desire seized me to see my legendary uncle who had fallen from grace. I wanted to say something consoling to him, something tender but by then no one was eating any more oysters and he had disappeared.

(a) Attempt a precis of the above extract. Suggest a title for it and justify.

(b) State the circumstances that led to the recognition of Uncle Jules on the ship.

$(7+3)+5=15$

10. Write a letter report to be sent to your General Manager regarding the progress of your Project, mentioning the impeding factors at play.

11. What do you understand by the “Barriers of Communication”? Mention the various kinds of Barriers in Professional Communication. Explain each of them with examples.