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Roll No. ....

## **MCA-105**

**M. C. A. (First Semester) EXAMINATION, June, 2008**

**COMMUNICATION SKILLS**

**(MCA-105)**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any five questions. All questions carry equal marks.

1. What is 'communication situation' ? Explain.

*Or*

2. How the process of communication helps you to be an effective communication ?

3. What do you understand by 'Media of Communication' ?

*Or*

4. Write merits and demerits of Oral Communication.

5. Conceptualize the term 'Body Language'.

*Or*

6. How can you make 'technical writing' effective ?

7. Define the concept of Negotiation. Why is negotiation necessary in decision making process ?



P. T. O.

*Or*

8. Draft a speech on "Ways to succeed in life."
9. A multinational company located in Mumbai is looking for a System Analyst. The job requires a degree in Computer Science or MCA and also requires analysing, designing and programming applications using JAVA. Mail your resource and covering letter to the Director, X Y Z, Mumbai.

*Or*

10. What is report writing ? What is the structure of a formal report ?

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## MCA-105(N)

M. C. A. (First Semester)  
EXAMINATION, Jan./Feb., 2007

(New Course)

COMMUNICATION SKILLS

[MCA-105(N)]

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt all the *five* questions. All questions carry equal marks.

1. (a) Define Communication. 5  
(b) Describe in detail the communication process model and explain the steps of encoding and decoding in this process. 15

*Or*

- (a) What are semantic barriers ? 5  
(b) What are the various guidelines for effective communication ? 15
2. (a) What is the importance of audio-visual aids in communication ? 5  
(b) Enlist the advantages and disadvantages of Oral Communication. 15

*Or*

- 1) What is face to face communication ? 5



- (b) What are the characteristics found in oral and written media of communication ? 15

3. (a) Discuss the importance of listening in communication. 5

- (b) Cognitive learning (learning theory) is much faster than behavioural learning (learning skills). Discuss with special reference to developing communication skills. 15

*Or*

- (a) What do you understand by the term body language ? 5

- (b) What is the utility of aids in communication ? 15

4. (a) What is a Good discussion ? 5

- (b) Elaborate the important points that you would keep in mind while preparing for an oral presentation. 15

*Or*

- (a) What is the importance of curtesy in a telephonic conversation ? 5

- (b) What are the guidelines for pre-interview preparation ? 15

5. (a) What is a covering letter ? 5

- (b) Outline the general format of a resume. 15

*Or*

- (a) What is creative writing ? 5

- (b) Write a report on the existing communication system in your organization. Include some suggestions for improving it. 15

Total No. of Questions : 8 ] [ Total No. of Printed Pages : 2

## **MCA-105(N)**

**M. C. A. (First Semester)**  
**EXAMINATION, May/June, 2006**  
**(New Scheme)**

**COMMUNICATION SKILLS**

**[MCA-105 (N)]**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any five questions. All questions carry equal marks.

1. (a) What is Communication ?  
(b) What is creativity in context of Communication ?
2. (a) What are the advantages of oral communication ?  
(b) How are Aids helpful in communication ?
3. (a) What are the skills of communication ? Describe how listening can be improved.  
(b) What different factors one has to adhere to become an effective speaker ?
4. (a) What are the factors that one should keep in mind at the time of presenting himself for an interview ?  
(b) Define the concept of Negotiation. Why is negotiation necessary in decision-making process ?



5. (a) What is report writing and what is the structure of a report ?  
 (b) Draft a report to be submitted to Ministry HRD giving details of the spurt in the number of educated Indians moving abroad for better jobs. Also mention the factors due to which the government is unable to provide opportunity for jobs in India.
6. (a) What are the salient features of a job application ?  
 (b) You recently came across an advertisement in the Times of India posted by an MNC who are looking for the post of a Production Manager. The company is looking for a PG with good academic record and experience in the related field. Write an application apply for the said job.
7. (a) What are the ways in which data can be organised and presented in technical writing ?  
 (b) Describe a computer to a person in rural India who has never seen a computer. While do so use the following steps :  
 (i) the most general use  
 (ii) comparison with a familiar object  
 (iii) describe parts
8. Write short notes on any *four* of the following :  
 (a) Group Discussion  
 (b) Objectives of Debates  
 (c) Body language  
 (d) Technique of writing effectively  
 (e) Writing Minutes  
 (f) Technical Reports

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## MCA-105

M. C. A. (First Semester) EXAMINATION, June, 2005

### COMMUNICATION SKILLS

(MCA-105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

Note : Attempt any five questions. All questions carry equal marks.

1. Discuss the formal and informal communication networks in a business organization.
2. Explain the process of communication among people. Select a communication problem and determine the cause by applying the process in your analysis.
3. Discuss the role of electronic media in communication.
4. What are the various aspects required in making a successful presentation ? Discuss.
5. Explain the principles of drafting reports and state the principal parts of a report.
6. Write a report advising company X about the steps it can take to protect its computerized files from sabotage.
7. Explain, how you can participate effectively in an interview.
8. Write a structured resume of yourself.



Total No. of Questions : 8 ] [ Total No. of Printed Pages : 2

## **MCA-105(O)**

**M. C. A. (First Semester) EXAMINATION, Dec., 2005**

**(Old Scheme)**

**COMMUNICATION SKILLS**

**[MCA-105(O)]**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. Discuss briefly the working, utility and disadvantages of the consensus process in communication.
2. Discuss the socio-psychological barriers in effective communication.
3. Write a brief note on the importance of clarity of thought and expression in the communication process.
4. What are the various forms of written communication ? Discuss the relative merits and limitations of written communication.

What are the characteristics of good report ? Distinguish the difference between oral and written reports.





6. Draft a travelling salesman's report to his Head Office on his activities during the preceding week.
7. Do you think it is necessary for the interviewer also to prepare for the interview ? What kind of preparation would you recommend for him ?
8. Draft an application for the post of a Liaison Executive in an export organization.



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## MCA-105

**M. C. A. (First Semester) EXAMINATION, June, 2004**  
**COMMUNICATION SKILLS**  
**(MCA-105)**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. (a) Write a note on the need and importance of communication in the modern business world.  
(b) What are the various steps in communication cycle ? Explain.
2. (a) Enumerate and briefly analyse the major objectives of communication.  
(b) What do you understand by the term 'grapevine' ? Explain. Discuss its importance in the modern business scenario.
3. (a) Write an informative note on computer based communication.  
(b) How would you plan for an effective oral presentation ? Explain.



4. (a) Distinguish oral communication from fact-to-face communication ? What are the advantages of face-to-face communication ? State.  
(b) Write a brief note on 'communication by silence'.
5. Suppose that you have obtained a master's degree in computer applications with first division and distinction this year. Write an application to the Personnel Manager of a computer software development organisation for the post of Software Engineer.
6. (a) What do you understand about the term 'group discussion' ? Explain. How does it differ from a seminar ? State.  
(b) State and explain giving a suitable example the term 'bibliography'.
7. As an expert to a computer software company of repute, write a report to its Managing Director regarding computer applications and its future in the modern business scenario.
8. Write short notes on any *two* of the following :
  - (a) Communication Situation
  - (b) A Biodata
  - (c) Types of Interviews
  - (d) Rules of Precis Writing



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## **MCA-105**

**M. C. A. (First Semester) EXAMINATION, Dec., 2004**

**COMMUNICATION SKILLS**

**(MCA-105)**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any five questions. All questions carry equal marks.

1. "Communication is a two way process." Explain.
2. What kind of communication network would you recommend for an organisation suffering from poor communication ?
3. Compare and contrast written communication with oral communication.
4. Having an eye contact with the audience is essential for effective presentation. Explain.
5. Discuss various objectives set for conducting an interview.
6. What is a bio-data ? What is its importance ? Prepare the bio-data of Mr. Mahesh Tiwari, B. E. Computers for the post of Computer Engineer.



**P. T. O.**

7. What is a report ? What are the qualities of a good report ?
8. Assume that you have just returned from a seminar to which you were deputed by your company. Write a report to your immediate boss, reporting to him the important matters discussed in the seminar. Also point out their relevance to the company's business.



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## **MCA-105**

**M. C. A. (First Semester) EXAMINATION, June, 2003**

**COMMUNICATION SKILLS**

**(MCA-105)**

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Answer any five questions. All questions carry equal marks.

1. (a) What do you understand by the term Communication ? Explain. Elaborate a communication situation.  
(b) Discuss the importance of effective communication in the modern business scenario.
2. (a) Briefly describe the common barriers to communication.  
(b) Write a brief note on the general principles of effective communication.
3. (a) Classify and briefly discuss the various media of communication.  
(b) Compare and contrast the oral and written forms of communication.
4. (a) Enumerate and analyse the essentials of effective oral communication.



- (b) What do you understand by face-to-face communication ? Explain. Discuss its merits and demerits.
5. As the Head of an Institution, write a letter of complaint to a firm in Bombay, for not supplying the computer software as approved by you.
6. (a) Enumerate and analyse the suggestions to become an effective interviewer for selection of a post.  
(b) How should an interviewer prepare for an interview to a post ? Explain.
7. As an adviser to the Bharat Sanchar Nigam, Limited, Delhi, write a report to its Chairman, on the success of the various gadgets of communication launched by them recently.
8. Write short notes on any *two* of the following :
- (a) Communication cycle
  - (b) Grapevine
  - (c) Group Discussion
  - (d) Precis Writing

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## MCA-105

M. C. A. (First Semester) EXAMINATION, Dec., 2003

COMMUNICATION SKILLS

(MCA-105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. Discuss the objectives of Business Communication.
2. Write short notes on the following :
  - (i) Slanting
  - (ii) Abstracting
  - (iii) Semantic barrier
  - (iv) Status consciousness
  - (v) Closed mind
3. What changes has computer technology brought about in the field of communication ? State its merits and demerits.
4. What are the points to be kept in mind while giving oral presentation ?
5. Suggest ways and means of making a selection Interview successful.





6. What are the main elements to be kept in mind while participating in a group discussion ?
7. Explain the following with examples :
  - (i) Bibliography
  - (ii) Summary
  - (iii) Abstract
  - (iv) Appendix
8. Write a report on safety, hygiene and cleanliness of a government hospital in your city.

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## MCA-105

M. C. A. (First Semester) EXAMINATION, Dec., 2002

COMMUNICATION SKILLS

(MCA-105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. Explain the importance of communication to you and to business. Describe any *three* forms of communication in business organization.
2. What is effective communication and what are the barriers to effective communication ?
3. State some advantages and disadvantages of written and oral communication. Which one do you prefer and under what circumstances ?
4. (a) Explain the role of adaptation in writing clear sentences.  
(b) Describe the techniques of achieving courtesy.
5. Enumerate the importance of group discussions in the process of recruitment.

P. T. O.



6. What are the principles of interviewing ? How are objectives set for the interview ?
7. What is the significance of analysis and interpretation of Reports ?
8. Write a report investigating how to improve information, security and control for company X.



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## MCA-105

M. C. A. (First Semester) EXAMINATION, June, 2002

COMMUNICATION SKILLS

(MCA-105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. (a) Why is communication called a skill ? What are the essentials of effective communication ?  
(b) How has modern technology affected the process of communication ?
2. (a) How do non-verbal means add meaning to the message conveyed ? How does pause as a non-verbal means affect communication ?  
(b) What are the skills involved in effective writing ?
3. (a) What are the important factors to be kept in mind while facing an interview ?  
(b) What is meant by the term bibliography ? Illustrate.
4. (a) 'An application letter is sales letter.' Discuss.  
(b) What is the main function of a resume ?



P. T. O.

5. Assume that a friend of yours in the Managing Director of Lalvani Sugar Mills, Mohan Marg, Durg. He has suggested that you apply for the post of an Electrical Engineer in a sister concern called Durga Engineering Work, Gokhale Marg, Poona. The post carries a pay scale of 8000-250-12000 plus other fringe benefits. Draft a letter of application.
6. (a) What are various modes of communication ?  
(b) Discuss the merits and demerits of written communication.
7. What are the different kinds of reports ? Explain any *one* of your choice in detail with example.
8. Write short notes on any *two* of the following :  
(a) Barriers to communication  
(b) Paragraphing  
(c) Presentation  
(d) Group discussions

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## MCA-105

M. C. A. (First Semester) EXAMINATION, Dec., 2002

COMMUNICATION SKILLS

(MCA - 105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any *five* questions. All questions carry equal marks.

1. Explain the importance of communication to you and to business. Describe any *three* forms of communication in business organization.
2. What is effective communication and what are the barriers to effective communication ?
3. State some advantages and disadvantages of written and oral communication. Which one do you prefer and under what circumstances ?
4. (a) Explain the role of adaptation in writing clear sentences.  
(b) Describe the techniques of achieving courtesy.
5. Enumerate the importance of group discussions in the process of recruitment.

P. T. O.



6. What are the principles of interviewing ? How are objectives set for the interview ?
7. What is the significance of analysis and interpretation of Reports ?
8. Write a report investigating how to improve information, security and control for company X.



Total No. of Questions : 8 ]

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## MCA-105

M. C. A. (First Semester) EXAMINATION, Dec., 2001

COMMUNICATION SKILLS

(MCA—105)

*Time : Three Hours*

*Maximum Marks : 100*

*Minimum Pass Marks : 40*

**Note :** Attempt any five questions. All questions carry equal marks.

1. (a) "The development of efficient techniques of communications must match the social advancement to sustain the pace of growth." Discuss.  
(b) What are the essentials of effective communication ?
2. (a) What is a "communication situation" ? Discuss the objectives of communication.  
(b) What are the barriers to communication ? Discuss.
3. (a) What are the objectives to be kept in mind while preparing for oral presentation ?  
(b) How can the audio-visual aids be utilized for an oral presentation ?
4. (a) "Style is the man." Elucidate this statement and discuss how far it is applicable to the style of report writing ?  
(b) What are the qualities of a well written paragraph ?



P. T. O.



5. (a) What points would you bear in mind while writing the covering letter ?  
(b) How the arrangement and contents of a biodata strategically planned ? Show it with an example.
6. (a) What are the main elements to be kept in mind while participating in a group discussion ?  
(b) Discuss various objectives set for conducting the interview.
7. As the head of the department you have been asked to investigate the fire caused by electricity recently in the college laboratory. Write a report, paying special attention to the causes, the extent of damage and also suggest preventive measures. Invent all the necessary details. The report is to be submitted to the Principal of your college.
8. Write short notes on any *two* of the following :
  - (a) Proper use of body language
  - (b) Voice modulation
  - (c) Eye contact
  - (d) Bibliography