

**M. S. RAMAIAH INSTITUTE OF TECHNOLOGY**

(Autonomous Institute, Affiliated to VTU)

Semester End Examinations – January 2009

Course: **Master of Computer Applications**

Subject Code: **MCA15**

Subject : **Professional Communication and Ethics**

Maximum Marks: **100**

Duration: **3 Hours**

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Instructions to the Candidates: **Answer any five full questions.**

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|---|----|---|------|
| 1 | a) | Explain the process and flow of communication   | (08) |
|   | b) | Explain in detail the levels of communication and communication network   | (12) |
| 2 | a) | Define noise, and explain the different barriers of communication.  | (10) |
|   | b) | Explain the steps involved in creating messages.  | (10) |
| 3 | a) | What are the different types of listening?  | (06) |
|   | b) | What are the implications of effective listening.   | (06) |
|   | c) | Suggest some Do's for effective listening.  | (08) |
| 4 | a) | What are the four modes of delivery used for making presentations.  | (08) |
|   | b) | What do you mean by kinesics. Briefly explain the factors to be considered for kinesics.                                  | (12) |
| 5 | a) | Explain the techniques by which participants can minimize pressure in group discussions.                                  | (10) |
|   | b) | What are the different components used for evaluating group discussion?   | (05) |
|   | c) | Give the meaning of selection process, meeting and conference.  | (05) |
| 6 | a) | What is an interview? What are the different types of interview? Explain  | (12) |
|   | b) | Define Ethics. Explain the ethics to be followed in IT.   | (08) |
| 7 | a) | Explain the different types of IT professional relationship.  | (12) |
|   | b) | What is the right of privacy and what is the basis for the protection of an individual's privacy under law?               | (08) |
| 8 | a) | What do you mean by Software Quality. Explain the strategies to Engineer Quality Software.                                | (08) |
|   | b) | Give the meaning of whistle blowing. What are the different laws taken into consideration for protecting whistle blowers. | (12) |