

# END TERM EXAMINATION

FIRST SEMESTER [BCA] DEC.2014- JAN.2015

Paper Code: BCA103

Subject: Technical Communication  
(Batch: 2011 onwards)

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions including Q.no.1 which is compulsory.  
Select one question from each unit.

- Q1 Attempt **any five** of the following:- (5x5=25)
- (a) Write a short note on business etiquettes.
  - (b) Significance of feedback in the process of communication.
  - (c) Write a short note on types of Noise and its significance.
  - (d) Discuss the advantages and disadvantages of Written Communication over oral communication.
  - (e) Explain the various types of Interview.
  - (f) Planning and organizing a meeting.

## UNIT-I

- Q2 What is the significance of communication? Discuss the seven principles of communication. (12.5)
- Q3 Differentiate between formal and informal communication. (12.5)

## UNIT-II

- Q4 Explain styles of technical writing. Describe the wholistic guide of technical writing. (12.5)
- Q5 Draft your resume and write a job application for the post of placement officer in an educational institute. (12.5)

## UNIT-III

- Q6 What are the principles of effective oral communication? What are the advantages and disadvantages of oral communication? (12.5)
- Q7 What are the different types of interview? Give some guidelines to prepare for an interview for summer internship in a software firm. (12.5)

## UNIT-IV

- Q8 Explain Kinesics and Proxemics. (12.5)
- Q9 How to improve language skills? With examples explain proper use of tenses. (12.5)

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# END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER-2015

Paper Code: BCA 103

Subject: Technical Communication

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions.

- Q1. a) Discuss the 7Cs of communication. (7.5)  
b) Explain the barriers of effective communication. (7.5)
- Q2. Write a short note on:  
a) Kinesics (7.5)  
b) Para Language (7.5)
- Q3. a) What is Technical Communication? Explain its need and importance. (5)  
b) Explain the importance of style in technical communication. (5)  
c) Discuss technology as an aid to technical communication. (5)
- Q4. a) Discuss the importance of Audio Visual aids in making presentations effective. (7.5)  
b) Explain the elements of a formal report. (7.5)
- Q5. a) Discuss the principles of good listening. (7.5)  
b) Explain the qualities of a good speaker. (7.5)
- Q6. What is a conflict? Explain the steps involved in the negotiation process. Suggest the strategies for conducting successful negotiations. (15)
- Q7. Explain the following briefly: (5x3=15)  
a) Business Etiquette in different situations.  
b) Time management for an executive.  
c) Steps involved in planning a meeting.

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# END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER 2016

Paper Code: BCA-103

Subject: Technical Communication

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q.no.1 which is compulsory.  
Select one question from each Unit.

- Q1 Attempt **any five** of the following: (5x5=25)
- (a) Factors responsible for growing importance of Communication
  - (b) Essentials of Persuasive writing
  - (c) Art of Listening
  - (d) Guidelines for paragraph construction
  - (e) Role of Technical Writing
  - (f) Guidelines for using Visual Aids

## Unit-I

- Q2 Discuss with examples the Seven C's or Seven Golden Principles of Communication. (12.5)
- Q3 What are the Barriers to Communication? How can you overcome them?(12.5)

## Unit-II

- Q4 As the President of the Resident Welfare Association (RWA) of your Colony, please write a letter to the Municipal Corporation bringing to their attention the garbage that has piled up in your Colony and need for it's urgent disposal. (12.5)
- Q5 Prepare a resume for the job of Software Development/Technical Support Supervisor in a Multinational company. (12.5)

## Unit-III

- Q6 Discuss the various types of Meetings. What are the advantages and disadvantages of a Meeting? (12.5)
- Q7 Elaborate the process of negotiation and explain the skills required for negotiation. (12.5)

## Unit-IV

- Q8 Explain the Business Etiquettes required while sending and replying to emails? (12.5)
- Q9 Explain Kinesics and Proxemics with examples. (12.5)

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# END TERM EXAMINATION

FIRST SEMESTER [BCA] NOVEMBER-DECEMBER 2018

Paper Code: BCA-103

Subject: Technical Communication

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q.no.1 which is compulsory.  
Select one question from each unit.

- Q1 Write short notes on **any five** of the following: (5x5=25)
- (a) Technical communication
  - (b) Merits and demerits of written communication
  - (c) Styles of oral communication
  - (d) Barriers in Listening
  - (e) Kinesis
  - (f) Proxemics

- Q2 Enlist and explain main barriers to communication? Provide suitable examples for each type of barrier. (12.5)

OR

Differentiate between formal and informal communication. Discuss the general principles governing the same.

- Q3 Distinguish between formal and informal reports. What do you think are the salient features of a good report? (12.5)

OR

Draft a resume for the post of mechanical engineer in a luxury car manufacturing MNC and enclose it with a cover letter.

- Q4 What are the various factors influencing negotiation process. Elucidate the same by providing suitable case study in brief. (12.5)

OR

Differentiate between listening and hearing. Enlist and explain various aids to effective listening.

- Q5 "For participating in group discussion one requires the right combination of both verbal and non verbal communication skills". Explain. (12.5)

OR

Explain the essentials of corporate communication skills. Illustrate your answer.

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## END TERM EXAMINATION

FIRST SEMESTER [BCA] DECEMBER-2019

Paper Code: BCA103

Subject: Technical Communication

Time: 3 Hours

Maximum Marks: 75

Note: Attempt all questions as directed. Internal choice is indicated.

- Q1 Explain any five of the following: (5x5=25)
- a) 7Cs of effective communication
  - b) Process of technical writing
  - c) Layout of the report
  - d) Negotiation process
  - e) Art of listening
  - f) Business Etiquette

### UNIT I

- Q.2a) What is the significance of communication? Discuss the factors responsible for the growing importance of communication. (12.5)

OR

- 2b) "Communication is a two way process". Explain the elements of communication process in this context.

### UNIT II

- Q.3a) What is a business letter? Explain the layout of a business letter. (12.5)

OR

- 3b) Write a job application and draft your resume for the post of software engineer in a multinational company.

### UNIT III

- Q.4a) What are the various barriers to listening? Discuss the principles of good listening. (12.5)

OR

- 4b) Discuss the various types of meetings. Explain the planning and organization of a meeting.

### UNIT IV

- Q.5a) Explain Kinesics and Proxemics with examples. Also explain their importance. (12.5)

OR

- 5b) How can one improve one's language skills? Explain the guidelines for sentence construction.

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