

Mts. DDB & KNG BBABCA & Commerce College, Amrapur.

Internal Examination – 2021

Sub:- TCS

Total marks:-70

Class: BCA-Sem- 1 (every question contains 17.5 marks) Time:2½hours

Que. 1 Define the communication process.

Que. 2 Define the features of communication

Que.3 Define situation for oral communication.

Que. 4 Answer the following questions.

(1) Define Essentials of effective oral communication.

(2) What are merits of Written communication.

Que. 5 Answer the following questions.

(1) What are the disadvantages of oral communication.

(2) Explain the advantages of Written communication.

Que. 6 Answer the following questions.

(1) What are the characteristics of written communication.

(2) Explain the disadvantages of written communication.

Que. 7 What is 7 C's of effective communication.

Que. 8 write a short note. (any two).

(1) The five steps of better listening.

(2) Sign language.

(3) Body language.