

Roll No.

Total Pages : 3

311304

Jan. 2022

BCA - IIIrd SEMESTER

COMMUNICATION SKILLS (BCA-17-204(A))

(6)

Time : 90 Minutes]

[Max. Marks : 25

Instructions :

1. *It is compulsory to answer all the questions (1 mark each) of Part-A in short.*
2. *Answer any three questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART - A

1. (a) Define the term 'Information overload'. (1)
- (b) What do you understand by Emotional Outburst? (1)
- (c) Define, what are Physical Barriers? (1)
- (d) Define Listening. How is it different from hearing? (1)
- (e) Interpersonal Skills (1)
- (f) Importance of Feedback (1)

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[P.T.O.]

- (g) Give a synonym and an antonym for the word :
Drowsy. (1)
- (h) Attach adequate prefix and suffix with the word
"happy". (1)
- (i) Frame a sentence with the word Life. (1)
- (j) Body language. (1)

PART - B

2. (a) What is Non-Verbal Communication? Do you think
you can manage any communication situation just with
non-verbal cues? Explain. (3)
- (b) Explain the role of eye-contact in the process of
communication. (2)
3. (a) Explain in brief the SRCC model of Communication.
(2)
- (b) How important is to have good important presentation
skills? (3)
4. What are the 5C's of Communication? Explain in
detail. (5)
5. (a) What are the various stages of an Interview process?
(3)

- (b) How can you overcome stage fright during a
presentation? (2)

6. (a) Elaborate any *two* points which are helps one to
participate in Group Discussions confidently. (2)
- (b) An Interview helps one to know more about the
prospective employer. Do you agree? Explain. (3)
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