



MBN-003-2031001

Seat No. 100916

B. C. A. (Sem. I) Examination

February - 2021

CS-01 : English

(Technical Communication Skill) (New Course)

Faculty Code : 003

Subject Code : 2031001

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

- Instructions :** (1) Answer any five questions.
(2) All questions carry equal marks.

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|----|-----------------------------------------------------------------------------|----|
| 1 | Define communication and discuss its process. | 14 |
| 2 | Explain meaning and scope of communication. | 14 |
| 3 | Discuss written communication and its objectives. | 14 |
| 4 | What are the merits and demerits of written communication. | 14 |
| 5 | What is oral communication ? | 14 |
| 6 | Comment on the advantages and disadvantages of oral communication. | 14 |
| 7 | What are barriers to listening ? | 14 |
| 8 | Discuss importance and principles of good listening. | 14 |
| 9 | Write short notes :
(1) Proxemics
(2) Non verbal communication | 14 |
| 10 | Write short notes :
(1) Interpersonal skills
(2) Business etiquettes. | 14 |