

(Please write your Exam Roll No.)

Exam Roll No. 00514202019.

Deepak

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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