(Please write your Exam Roll No.) Exam Roll No. 015142020 18

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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