

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA-GOA
B.C.A (SEMESTER-III) EXAMINATION, OCTOBER 2017
COMMUNICATION AND PRESENTATION SKILLS

Duration: 2 Hours

Marks: 50

INSTRUCTIONS: All questions are compulsory.

- Q.1. Fill in the blanks. (5x1= 5)
1. When the message sent out in a code we call the process____.
 2. The term communis means_____.
 3. MBWA stands for_____.
 - 4.____ communication takes place between the persons of same level in the organization hierarchy.
 5. ____is the type of non-verbal communication but it is a natural accomplishment of spoken language.
- Q.2. State whether true or false. (5x1= 5)
- 1 Written communication is slow and time consuming. Oral communication is quick.
 2. The maps are useful for giving at a glance of information about crops, rainfall, Production, etc.
 3. The problem interview is more likely to suggest a solution than warnings and notices.
 4. Humour in speech making is one way to sustain the interest of an audience.
 5. Inward external communication is basically not a feedback.
- Q.3. Answer **any FOUR** questions . (5x4=20)
- 1 Explain two way communication process.
 2. Write a note on grapevine.
 3. Explain the importance of signs, symbols and signals.
 4. Write about advantages and drawbacks of an interview.
 5. Write a note on preparations for the presentation.
 6. Explain the difference between formal and informal communication.
- Q.4. Answer **any TWO** questions. (10x2=20)
1. Explain remote verbal communication.
 2. Write about types of interview.
 3. Write a note on verbal communication.
 4. Explain the formal channels of communication.

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