

**GOA VIDYAPRASARAK MANDAL'S  
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS,  
PONDA-GOA**

**B.C.A. (SEMESTER-III) EXAMINATION, OCTOBER 2018  
COMMUNICATION AND PRESENTATION SKILLS**

**Duration: 2 Hrs**

**Marks: 50**

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Q.1) State whether the following statements are true or false. (**DO NOT** copy the statement). (5x1 = 5)

- 1) Communication can't take place at all without verbal expression.
- 2) Excommunication means welcoming people to stay with a group.
- 3) Mime is a form of non-verbal communication.
- 4) The sender needs to encode the message before passing it on.
- 5) Aristotle talks about the Russian prisoners in his *Rhetoric*.

Q.2) Fill in the blanks with an appropriate answer. (**DO NOT** copy the statement). (5x1 = 5)

- 1) The word communication is derived from a ..... word .....
- 2) Vertical communication is also known as .....
- 3) Arthur Koestler talks about grapevine in his novel .....
- 4) Feedback is the process of finding out whether the message is .....
- 5) The informal term used for a plant placed in the audience is a .....

Q.3) Answer **ANY FOUR** of the following questions: (4x5 = 20)

- 1) Mention a few drawbacks of an interview.
- 2) Mention at least 10 types of communications. (Do not explain)
- 3) Explain encoding, decoding and feedback.
- 4) Differentiate between formal and informal communication.
- 5) Explain consensus and consultation in brief.
- 6) Mention any five types of interviews and explain in one line only.

Q.4) Answer **ANY ONE** of the following questions: (10)

A. Discuss the concept of grapevine in detail.

**OR**

B. Discuss the process of planning and conducting a job interview.

Q.5) Answer **ANY ONE** of the following questions: (10)

a) Discuss all the possible ways to enhance/achieve effective communication in personal as well as professional life.

**OR**

b) Discuss the process of understanding the audience and placing plants within them.

**OR**

c) Comment in detail on the use of language, gestures and body language.

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