

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS**  
**PONDA-GOA**

**B.C.A. (SEMESTER-III) SUPPLEMENTARY EXAMINATION, MAY/JUNE 2016**  
**COMMUNICATION AND PRESENTATION SKILLS**

Duration: 2 Hours

Marks: 50

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Instructions: 1. All questions are compulsory.  
2. Figures to the right indicate marks.

- Q.1.A) Fill In the blanks with appropriate terms. [5]
1. The process by which the sender puts the message in a verbal or non-verbal code is called \_\_\_\_\_
  2. Vertical communication includes upward and \_\_\_\_\_ communication
  3. One example of non-verbal communication is \_\_\_\_\_
  4. The people in the interview panel (who ask questions to candidates) are called \_\_\_\_\_
  5. A popular example of a presentation software is \_\_\_\_\_
- Q.1.B) State whether the following statements are 'True' or 'False.' [5]
1. Nervousness can make presentations less effective.
  2. Candidates must arrive at the interview venue at least 15 minutes before the time mentioned in the call letter.
  3. Unless recorded, oral communication has no legal standing.
  4. Offices do not use multiple channels of communication.
  5. Effective communication can continue without feedback.
- Q.2.A) Write a detailed note on the elements in the communication cycle. [10]
- OR
- Q.2.B) Write short notes on the following: [10]
- i. Barriers in the communication cycle/chain
  - ii. How to achieve effective communication.
- Q.3.A) Explain the concepts of Formal and Informal Communication. How are they different? [10]
- OR
- Q.3.B) Write short notes on the following: [10]
- i. Consensus and Consultation.
  - ii. Internal Communication within organizations.
- Q.4.A) How should a job selection interview be conducted? [10]
- OR
- Q.4.B) What are the advantages and disadvantages of a job interview? [10]
- Q.5.A) Write a detailed note on the common Dos and Don'ts of a successful presentation? [10]
- OR
- Q.5.B) Write Short notes on the following: [10]
- i. Oral communication in the modern world
  - ii. Difference between oral and written communication.

