

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA-GOA
B.C.A (SEMESTER - III) EXAMINATION, OCTOBER 2019
COMMUNICATION AND PRESENTATION SKILLS

Duration : 2 Hours

Marks : 50

Q.1) State whether the following statements are true or false.

(**DO NOT** copy the statement)

(5x1 = 5)

- 1) Communication can take place without verbal expression.
- 2) Excommunication means throwing people out of a group.
- 3) Mime is a form of verbal communication.
- 4) The sender needs to decode the message before passing it on.
- 5) Aristotle talks about public speaking 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) In horizontal communication information flows between people of position.
- 3) Arthur Koestler talks about grapevine in his novel
- 4) Feedback is the process of finding out whether the message is
- 5) The plant placed in the audience is also called a or a

Q.3) Answer **ANY FOUR** of the following questions.

(4x5 = 20)

- 1) Mention a few possible barriers in an effective presentation.
- 2) Mention at least 10 types of communications. (Do not explain)
- 3) Explain feedback.
- 4) Differentiate between formal and informal communication.
- 5) Explain consensus and consultation in brief.
- 6) Mention any four ways to achieve effective communication .

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

(10x1=10)

A. Discuss the concept of grapevine in detail.

OR

B. Discuss how good/bad communication enhances/worsens quality of life in **your** opinion.

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

(10x1=10)

a) Discuss communication cycle with a neat labelled diagram.

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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