

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA - GOA
B.C.A. (Semester III) EXAMINATION, OCTOBER 2016
COMMUNICATION AND PRESENTATION SKILLS

Duration: 2 Hours

Marks: 50

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

Q1. A) Fill in the blanks with appropriate terms and re-write the complete statement: [5]

1. Discussion and consensus achieved at management level is known as _____.
2. When orders, directions, instructions and information flow downward from superiors to subordinates it is called _____ communication.
3. In _____ interview, the superior officer reviews the subordinate's performance, future work plans and future prospects.
4. _____ communication is the oral or written use of words to communicate.
5. _____ interview is conducted to understand the complaints of a worker.

Q1. B) State whether the following statements are "True" or "False": [5]

1. When a message is sent out in a code, it is called Decoding.
2. Inter-personal communication is direct communication between persons.
3. Under communication happens when the manager reveals too much information to his workers.
4. Oral communication saves money as well as time.
5. The media used in human communication such as words, actions, gestures and symbols are known as channels.

Q2. A) Write a detailed note on the communication process with reference to the five steps involved in it. [10]

OR

Q2. B) Write short notes on the following: [10]

- i. Feedback and its importance in communication.
- ii. Any two characteristics of Human Communication.

Q3.A) Elaborate on Upward communication with reference to three methods used and three common problems encountered in it. [10]

OR

Q3.B) Write brief notes on the following: [10]

- i. Horizontal communication.
- ii. Grapevine as informal communication.

Q4.A) Write a detailed note on advantages and disadvantages of interview as a medium. [10]

OR

Q4.B) How should a candidate prepare for a job interview. [10]

Q5.A) Write a detailed note on use of gestures and body language in presentation and communication. [10]

OR

Q5.B) Write brief notes on the following: [10]

- i. Use of technology in making a presentation.
- ii. Disadvantages of Oral communication.

XXXXXXXXXXXXXXXXXXXX