

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

B.C.A. (SEMESTER-III) EXAMINATION, OCTOBER 2014
COMMUNICATION AND PRESENTATION SKILLS

Duration: 2 Hours

Marks: 50

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

Q.1.A) Fill in the blanks: (5)

1. Communication between employees of the same status or level in a firm is known as _____ communication.
2. _____ is the final link in the communication chain.
3. _____ shows different kinds of emotions.
4. _____ are circular diagrams cut into slices to illustrate percentages.

Q.1.B) State whether True or False: (5)

1. Liquified chrome display is the full form of LCD.
2. The exit interview is another type of grievance interview.
3. When information is given to the superiors by their subordinates it is known as upward communication.
4. Decoding a message is the second step in the communication process.
5. The word 'communis' is a latin word to mean communication.

Q.2.A) Explain the communication process. (10)

OR

- B) How to close a presentation? (5)
C) Write a note on written communication. (5)

Q.3.A) What are your advices to a candidate who is going to appear for an interview? (10)

OR

- B) Analyse face to face communication. (5)
C) What are the problems in downward communication? (5)

contd...2/-

... 2 ...

- Q.4.A) Which are the various visual aids that you would use while doing a presentation? (10)
OR
B) What is a group interview? (5)
C) Why is grapevine communication important in every company? (5)
- Q.5.A) Explain the different kinds of non-verbal communication. (10)
OR
B) Problems faced in upward communication. (5)
C) Advantages and disadvantages of consensus and consultation. (5)

XXXXXXXXXXXXXXXXXXXX