

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

B.C.A. (SEMESTER-III) EXAMINATION JANUARY 2021

COMMUNICATION AND PRESENTATION SKILLS

Duration: 1Hour

Marks: 30

Instructions:-

1. All the questions are compulsory however, internal choice is available.
2. Figures to the right indicate full marks.

Q. 1. Answer **ANY FIVE** of the following questions (5 X 2= 10)

1. Feedback plays an important part in the communication process, because it is desired and expected by both the _____ and the _____.
2. The Oxford English Dictionary defines communication as the action of _____ or _____ and ideas.
3. Encoding is to change something into a system for sending messages secretly, or to represent complicated information in a _____ or _____.
4. Positive feedback indicates to the sender the fact that his message has been received, _____, and _____; and that he can proceed to the next point.
5. Thinking is a form of _____ communication whereas team meeting is a form of _____ Communication.
6. Board of directors unanimously agreeing over launching of new product in a market is _____ whereas hiring an expert to inspect and report the success of that product is _____.
7. Grapevine is _____ and _____ by nature.
8. An HOD submitting monthly report to General manager is _____ communication whereas General manager issuing notice to all the employees is _____ communication.

P.T.O.

Q. 2. Answer **ANY FOUR** of the following questions:-

(4 X 5= 20)

1. Explain seven C's of effective communication.
2. Discuss Grapevine as informal communication system.
3. Discuss in chronological order about your experience in preparation of presentation.
4. Explain Advantages and drawbacks of interview in detail.
5. Presentation software's can be used to ease the understanding and enhance the quality of presentation. Discuss.
6. Spoken language, gesture and body language acts as a mirror of person's mind. Explain this with reference to Language, Gestures and Body language.

*****DO THE BEST*****