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GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS
FARMAGUDI, PONDA-GOA
B.C.A. CBCS (SEMESTER - III) EXAMINATION, NOVEMBER 2022
COMMUNICATION AND PRESENTATION SKILLS

Duration: 2 Hours

Total Marks: 60

Instructions:

i) All questions are compulsory. ii) Figures to the right indicate full marks.

Q.1) A) State whether the following statements are true or false. (05)

(DO NOT copy the statement)

- i. Verbal communication may be oral or written.
- ii. Solution interview is conducted to understand the complaints of a worker.
- iii. In oral communication speakers body language is irrelevant.
- iv. In remote verbal communication there can be confusion between similar sounding words.
- v. A presentation is an informal, spontaneous talk on specific topic.

B) Fill in the blanks with an appropriate answer (05)

(DO NOT copy the statement)

- i. Communication which is written or spoken is called _____ communication.
- ii. Oral communication allows immediate _____
- iii. _____ software is the most commonly used in the preparation on a presentation.
- iv. In _____ interview, the superior officer reviews the subordinate's performance, future work plans and future prospects.
- v. Face to face communication is supported by speaker's _____ and _____.

P.T.O

Q.2) Answer ANY ONE of the following questions:

- a) Write a detailed note on the types of interviews. (05)
- b) State any 5 advantages and drawbacks of a job interview. (05)

OR

- x) Write a note on candidates preparation for a job interview. (05)
- y) What preparation does the interviewer have to make for an interview? (05)

Q.3) Answer ANY ONE of the following questions:

- a) What are the steps to be taken in the preparation of a presentation? (05)
- b) Mention a few possible barriers in an effective presentation. (05)

OR

- x) What is matter researching? (05)
- y) Why is understanding your audience important during presentation? (05)

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

- a) Comment in detail on the use of language, gestures and body language. (05)
- b) State the uses of technology in presentation. (05)

OR

- x) Write a note on profile of a good speaker. (05)
- y) Write a note on types of visual aids used in a presentation. (05)

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

- a) What is 'grapevine'? How can management use it to influence the morale of the employees? (05)
- b) Explain Consensus and Consultation. (05)

OR

- x) State the difference between Horizontal and Vertical communication? (05)
- y) Write a detailed note on non verbal communication. (05)

Q.6) Answer ANY ONE of the following questions:

- a) Explain barriers of communication. (05)
- b) How can effective communication be achieved? (05)

OR

- x) Explain the process of communication. (05)
 - y) Write a note on concept of communication. (05)
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