

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS**  
**FARMAGUDI-PONDA, GOA.**  
**B.C.A. CBCS (SEMESTER-III) REGULAR EXAMINATION, NOVEMBER 2023**

**CCA-101 - COMMUNICATION AND PRESENTATION SKILLS**

**Duration: 2 hours**

**Marks: 60**

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Q1. State whether the following statements are true or false. **(Do not copy the statement).**

**(1×6=6)**

- a) Communication can't take place at all without verbal expression.
- b) Mime is a form of non-verbal communication.
- c) The sender needs to encode the message before passing it on.
- d) Written communication is slow and time consuming. Oral communication is quick.
- e) Humor in speech making is one way to sustain the interest of an audience.
- f) The size of a visual aid used in public speaking is not important.

Q2. Answer the following questions.

**(3x2=6)**

- a) Explain 7C's of communication.
- b) Explain the communication process with the help of a diagram.

Q3. Answer **ANY THREE** of the following.

**(4x3=12)**

- a) Explain listening as a tool.
- b) Explain three pillars of Oratory.
- c) Explain barriers of communication.
- d) Define synchronous and asynchronous remote communication, and give example of each.

Q4. Answer **ANY TWO** of the following questions.

**(6×2=12)**

- a) Explain how to achieve effective communication.
- b) What do you mean by consensus and consultation?
- c) Explain non-verbal communication and state any two of its advantages.
- d) Explain Formal and Informal communication.

**P.T.O.**

