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

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

 $(1 \times 6 = 6)$

- 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.

 $(6 \times 2 = 12)$

- 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.

Q.5. Answer **ANY TWO** questions.

(6x2=12)

- a) What is a grapevine? How can it infer the morale of the employee?
- b) What do you understand by the phrase "placing plants within an audience"?
- c) Why we need to use visual aids while presenting, explain with examples.
- d) Write a note on candidate preparation for a job interview.

Q.6. Answer **Any One Set** of questions.

(6x2=12)

- a) Differentiate between Direct Face to face verbal communication and remote verbal communication. Give examples of each.
- b) What is the matter of researching?

OR

- y) Explain the flow of communication: Horizontal, Vertical, downward, and upward
- z) Give a detailed note on steps to be taken in the preparation of a presentation?

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