

# END TERM EXAMINATION

FIRST SEMESTER [BCA] NOVEMBER-DECEMBER 2018

Paper Code: BCA-103

Subject: Technical Communication

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q.no.1 which is compulsory.  
Select one question from each unit.

- Q1 Write short notes on **any five** of the following: **(5x5=25)**
- (a) Technical communication
  - (b) Merits and demerits of written communication
  - (c) Styles of oral communication
  - (d) Barriers in Listening
  - (e) Kinesis
  - (f) Proxemics

- Q2 Enlist and explain main barriers to communication? Provide suitable examples for each type of barrier. **(12.5)**

**OR**

Differentiate between formal and informal communication. Discuss the general principles governing the same.

- Q3 Distinguish between formal and informal reports. What do you think are the salient features of a good report? **(12.5)**

**OR**

Draft a resume for the post of mechanical engineer in a luxury car manufacturing MNC and enclose it with a cover letter.

- Q4 What are the various factors influencing negotiation process. Elucidate the same by providing suitable case study in brief. **(12.5)**

**OR**

Differentiate between listening and hearing. Enlist and explain various aids to effective listening.

- Q5 "For participating in group discussion one requires the right combination of both verbal and non verbal communication skills". Explain. **(12.5)**

**OR**

Explain the essentials of corporate communication skills. Illustrate your answer.

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