

Roll No.

Total No. of Pages : 02

Total No. of Questions : 07

BCA (2011 & Onwards)/B.Sc.(IT)(2015 Batch) (Sem.-1)

COMMUNICATION SKILLS – I

Subject Code : BSBC/BSIT-101

Paper ID : [B1107]

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains SIX questions carrying TEN marks each and students have to attempt any FOUR questions.

**SECTION-A**

**Q1. Write briefly :**

- i. What is posture?
- ii. What is a tender?
- iii. What are semantic barriers?
- iv. Give two reasons why studying communication skill is important.
- v. Write two advantages of advertisements.
- vi. What do we mean by noise in communication?
- vii. Distinguish between media and channel.
- viii. What is communication process?
- ix. What is the difference between tone and pitch?
- x. What is paralanguage?

**SECTION-B**

- Q2 What is non-verbal communication? Explain the importance of non-verbal communication. 10
- Q3 a) What is the significance of body language in communication? 6  
b) What is Defensive or closed body position? What does it denote? 4
- Q4 a) How is pre-planning done for presentation? What is the role of voice control in presentation? 5  
b) Change the following as per instructions : 1×5
- i. 'Have you anything to tell me little bird?' asked Ulysses. (*Change the narration*)
  - ii. 'Do you suppose you know better than your father?' jeered his angry mother. (*Change the narration*)
  - iii. The groceries are being picked up by James (*Change from passive to active voice*).
  - iv. The waves are washing away the sandcastle (*Change from active to passive voice*).
  - v. Use 'Proxemics' in a sentence.
- Q5 What is active listening? How can passive listening be improved? 10
- Q6 What are formal letters? What is the role of formal letters in communication? 10
- Q7 What are the characteristics of a good notice? Draft a notice for the Institute notice board informing students about 'NSS Camp' being organized in your Institute. 10